
FaxFinder[®]

V.34 Fax Servers

Models: FF120

FF220

FF420

FF820

Administrator User Guide



FaxFinder® Administrator User Guide
S000405E, Version E

Models: FF120, FF220, FF420, and FF820

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Revisions

<u>Level</u>	<u>Date</u>	<u>Description</u>
A	05/05/06	Initial release of FF-420/820.
B	03/02/07	Initial release. Update of FF420/820 and addition of FF120/220.
C	04/04/07	Revise warranty statement and update tech support contact list.
D	11/20/07	Removed status LED references, updated tech support contact list, and added slotted hole mounting drawing.
E	09/15/08	Update Server changes for software & firmware. Added status LED references back in.
	05/13/09	Added link to website for warranty information.

Patents

This device covered by the following patents:

6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274, 6,219,708 Other patents pending.

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Warranty

To read the warranty statement for your product, please visit: <http://www.multitech.com>.

CONTENTS

CHAPTER 1 – PRODUCT DESCRIPTION & SPECIFICATIONS	4
Product Description	4
Safety Warnings	6
Technical Specifications	7
CHAPTER 2 – INSTALLATION	9
Mechanical Mounting	10
Quick Hookup	11
Installation Overview	14
CHAPTER 3 – FAXFINDER SERVER SOFTWARE SCREENS	42
Home Screen	42
Login Screen	43
Fax Log Screen	44
Current Status Screen	47
Administration Screen	50
Phone Book Screen	54
Modem Configuration Screen	56
Password Administration Screen	60
Shared Resources Screen	61
CHAPTER 4 – FAXFINDER CLIENT SOFTWARE CONFIGURATION	62
Establishing Client User's ID in System	62
Associating Client with Specific FaxFinder Unit(s)	63
Disassociating the Client from a Specific FaxFinder Unit	65
Disabling and Re-Enabling a Client's FaxFinder Service	66
FaxFinder Fax Client Software Menu Command Definitions	67
CHAPTER 5 – FAXFINDER CLIENT SOFTWARE OPERATION	79
Sending a Fax	80
Scheduling Fax Transmissions	86
Putting Pending Faxes on Hold and Removing the Hold	88
Canceling a Fax	91
Setting Fax Retry Number and Interval	92
Sending One Fax Containing Multiple Documents	93
Forwarding a Fax	95
Receiving a Fax	96
Using the Multi-Tech Tiff Viewer	99
Setting up Your Address Book Manually	105
Setting up Your Address Book by Synchronizing with Outlook	108
Setting Up Address Books with CSV Files	111
Cover Pages	125
CHAPTER 6 – SERVER OPERATION	147
Fax Log Email Messages	147
Dealing with Failed Fax Reports	149
CHAPTER 7 – DEVICE MANAGER OPERATION	150
Access to Commands	152
Firmware Updating Process	175
APPENDIX A – TROUBLESHOOTING	183
APPENDIX B – REGULATORY INFORMATION	188
APPENDIX C – EXAMPLE SYSTEMS	193

Chapter 1 – Product Description & Specifications

Product Description

This manual describes four Multi-Tech V.34 fax servers: the FF120 1-Port FaxFinder unit, the FF220 2-Port FaxFinder unit, the FF420 4-Port FaxFinder unit, and the FF820 8-Port FaxFinder unit. All four of these units are complete, economical, easy-to-use network fax servers. With any of these units, you can receive faxes as emails and send faxes from any application that can print. The FF120/220/420/820 FaxFinder operates in two modes: Automated Routing Mode and Manual Routing Mode.¹ The mode is set in the **Routing** field of the **Modem Configuration** screen of the FaxFinder Server software.

Automated Routing Mode. When connected to a station port on a PBX, the FaxFinder functions as a network fax server with two-way fax service. Multiple PBX extension numbers are dedicated to incoming fax traffic which is routed to the FaxFinder. (Only one station port is needed. Faxes transmitted to any of the PBX's fax-dedicated extension numbers all go to the station port serving the FF120/220/420/820.) The FaxFinder converts the incoming faxes into graphic files that are sent as email attachments to fax recipients on or beyond the Ethernet network. (Because faxes are delivered in the form of email, the fax recipient could be at any reach-able email address. So, for example, a sales person could receive faxes while traveling by using a regular company fax number and picking up the email messages remotely.) Each fax-dedicated PBX extension number is associated with a particular email address.

Receiving. Fax clients receive faxes in the form of email attachments. From the remote fax sender's perspective, PBX extension phone numbers are functionally identical to ordinary fax phone lines.

Sending. Fax clients on the network can send faxes directly from their PCs using any application program that can print. The application program must be set so that the FaxFinder itself is its printing destination. In response to the 'Print' command, the FaxFinder turns the 'print file' image into a fax. The FaxFinder transmits the fax to the public phone system (PSTN) or to another PBX extension.

Manual Routing Mode. When connected directly to a regular POTS line (or to a PBX without 'convergent' routing capability), the FF120/220/420/820 functions as an outgoing fax server with incoming fax service going through one or more attendants. Each of the FaxFinder's modems has a separate fax number and each modem can have a separate attendant that receives the fax messages as emails and then has the duty to direct them to their intended recipients. (Note that one attendant could serve more than one of the FaxFinder's modems – some or all of the modems.) For example, an FF820 FaxFinder might be used in a company with several departments that regularly receive faxes but in differing volumes. Suppose the sales department and the purchasing department receive many faxes and the shipping and service departments receive much less fax traffic. In that case, three of the FF820's modems might direct faxes to a single attendant in the sales department, and an additional three modems might direct faxes to the purchasing department; one modem might be directed to an attendant for the shipping department and another to an attendant for the service department.

Outgoing faxes work the same in Manual Routing Mode as in Automated Routing Mode. That is, to send a fax, the user prints to the FaxFinder from an application program. However, all incoming faxes go to a single email recipient, the attendant, who then sends them on, as needed, to the intended recipient.

Being devices of multiple ports, the FF220/420/820 units can send and receive faxes simultaneously.

Mixed Mode. It is also possible to operate a FaxFinder unit in a mixed mode such that some of its modems are connected to PBX extensions while other of its modems are connected to POTS lines.

¹ For FF120/220/420/820 compatibility in Automated Routing Mode, the PBX must support 'convergent routing,' that is, the routing of multiple extension numbers to a single station port. PBXs lacking this functionality can still be used with the FaxFinder in Manual Routing Mode.

The FF420 and FF820 are both housed in chassis of the same size and shape. Similarly, the FF120 and FF220 are both housed in a chassis of the same size and shape, a chassis smaller and differently shaped than that for the FF420/820.



The FaxFinder product consists of the hardware unit, server software pre-installed on the hardware unit, server management software (the Device Manager program), and a suite of client software programs (the main fax-sending client program, a viewer for TIFF files, and a program for creating and modifying fax cover pages).

Prerequisite: Determining PBX Compatibility & Configuration

To operate the FF120/220/420/820 FaxFinder system in conjunction with a PBX (“Automated Routing Mode”), that PBX **must** be able to route incoming calls to many PBX extension numbers to a single PBX station port. This multiple-extension-to-single-port capacity allows multiple PBX users to have their own unique directory numbers for receiving faxes.

If you are using the FF120/220/420/820 in conjunction with a PBX, be sure that the PBX has this multiple-extension-to-single-port functionality and that it is activated. PBXs lacking this functionality can still be used with the FaxFinder in Manual Routing Mode.

Safety Warnings

Telecom

1. Never install telephone wiring during a lightning storm.
2. This product must be disconnected from power source and telephone network interface when servicing.
3. This product is to be used with UL and cUL listed computers.
4. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
5. Use caution when installing or modifying telephone lines.
6. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
7. Do not use a telephone in the vicinity of a gas leak – not even to report a gas leak.
8. To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord.
9. Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.

Lithium Battery Caution

- A lithium battery located within product provides backup power for the timekeeping capability. The battery has an estimated life expectancy of ten years.
- When the battery starts to weaken, the date and time may be incorrect. If the battery fails, the board must be sent back to Multi-Tech Systems for battery replacement.

Warning! There is danger of explosion if the battery is incorrectly replaced!

Ethernet Ports Caution

Caution: The Ethernet ports and command ports are not designed to be connected to a Public Telecommunication Network.

Technical Specifications

The FaxFinder models meet the following specifications:

	FF120/220	FF420/820
Connectors	RJ11 Line Jacks (1 or 2), Console Serial Port for RJ45-to-RS232 configuration/debug connection, Ethernet RJ48 connector, and Locking Screw on the Power Jack.	RJ11-Line Jacks (4 or 8), RJ45 - Ethernet Jack
Size	6.4" W x 6.0" L x 1.2" H 16.3 cm x 15.2 cm x 3.0 cm	17.3" W x 1.7" H x 8.4" L 43.9 cm x 4.3 cm x 21.3 cm
Weight	20.5 oz. (750 g)	7.4 lbs. (3.4 kg)
Power Consumption	Typical: 4.05 W (0.450A@ 9V) Maximum: 5.31W (0.590A @9V) 100 -240 VAC, 1.2 – 0.6A, 50/60Hz	Typical 3.75W (0.750A @5v DC) Maximum 7.7W (1.4A @5.5v DC)
Operating Environment	32°-120° F (0°-50° C) relative humidity 20 to 90% noncondensing	32°-120° F (0°-50° C) relative humidity 20 to 90% noncondensing
Storage Temp.	-10° to +85° C	-10° to +85° C
EMC Approvals	FCC Part 15 Class A, Canada Class A, EN 55022:1998 Class A, EN55024: 1998	FCC Part 15 Class A, Canada Class A, EN 55022:1998 Class A, EN55024: 1998
Safety Approvals	cUL/UL60950-1, EN60950-1, AS/NZS60950:2000	cUL/UL60950-1, EN60950-1, AS/NZS60950:2000
Telecom Approvals	FCC Part 68, CS03	FCC Part 68, CS03
Data Modem Specs	ITU-T V.92/V.90/56K (-92 build option), V.34/ 33.6K V.32bis/14.4K V.22bis/2400 baud V.22, V.23, & V.21; Bell 212A & Bell 103 V.44 Error Correction V.42 LAPM, MNP 2-4 Error Correction V.42bis & MNP Class 5 data compression	ITU-T V.92/V.90/56K (-92 build option), V.34/ 33.6K V.32bis/14.4K V.22bis/2400 baud V.22, V.23, & V.21; Bell 212A & Bell 103 V.44 Error Correction V.42 LAPM, MNP 2-4 Error Correction V.42bis & MNP Class 5 data compression
Fax Modem Specs	ITU-T V.34 (MT5634SMI) ITU-T V.17, V.29, V.27 & V.21 Ch. 2 Telephony/TAM V.253 commands 2-bit & 4-bit ADPCM, 8-bit linear PCM & 4-bit IMA coding 8kHz sample rate Concurrent DTMF, ring, & U.S. Caller ID detection	ITU-T V.34 (MT5634SMI) ITU-T V.17, V.29, V.27 & V.21 Ch. 2 Telephony/TAM V.253 commands 2-bit & 4-bit ADPCM, 8-bit linear PCM & 4-bit IMA coding 8kHz sample rate Concurrent DTMF, ring, & U.S. Caller ID detection

Related Manuals

Each FF-120/220/420/820 FaxFinder unit comes with 4 manuals that serve different purposes (see table below). In addition, several FaxFinder Reference Guides are available on the Multi-Tech web site and they describe use of a FaxFinder in conjunction with PBXs of various brands and models.

Title	Format	Purpose
Administrator User Guide (this manual)	on CD	Presents comprehensive info about FaxFinder unit, server software, & client software. Includes Quick Start Instructions chapter. FaxFinder Administrator should use this chapter to configure the FaxFinder unit, the server software, and software for each client.
Client User Guide	on CD	Comprehensive user info for FaxFinder clients.
Client Operation Primer	on CD	Brief instructions for sending and receiving faxes via the FaxFinder system. <i>Multi-Tech recommends that you give a copy of this document to each client user.</i>
Cabling Guide	in print	FaxFinder Administrator should use this manual to make cabling connections for the FaxFinder unit.
FaxFinder Reference Guides	on MTS web site	FaxFinder Administrator should use these manuals to configure the FaxFinder unit in conjunction with the PBX specified in each guide.

Multi-Tech manuals and other resources are available on the Multi-Tech Web site at <http://www.multitech.com>.

Distributing Documents to Client Users

The person acting as FaxFinder Administrator should see to it that client users get copies of the *Client Operation Primer* (the file name is S000407E.PDF) and the *Client User Guide* (the file name is S000406E.PDF). You could distribute this information either by printing out and/or photocopying hard copies of these manuals for client users or else by supplying them with the electronic PDF files for these documents either as email attachments or via some memory storage medium (CD, diskette, etc.). Client users will need this information to take advantage of the capabilities of the FaxFinder system.

Chapter 2 - Installation

Introduction

This chapter shows you how to set up your Multi-Tech Model FF120/220/420/820 FaxFinder.

The setup process includes both cabling of the FaxFinder unit and configuration of the FaxFinder server software. The FaxFinder server software resides on the FaxFinder unit and does not need to be installed.

PBX Compatibility

Before proceeding with cabling or software installation, you should confirm that the telephony equipment with which you intend to use the FaxFinder is compatible with it. Although the FaxFinder can simply be connected to an ordinary phone subscriber line (a POTS line), it is often connected to a PBX. One of the convenient features of the FaxFinder is its ability to deliver incoming faxes as email messages *directly* to users on an Ethernet network. This *direct* service depends on the PBX's ability to route multiple phone extension numbers to a single station port. If the PBX lacks that ability, incoming faxes must be sent to users through an attendant. If you will be connecting the FaxFinder to a PBX, it is important to understand the PBX's capabilities in this regard beforehand. The following section explains why the capabilities of your PBX will determine how you set up the FaxFinder unit to work with it.

We Supply

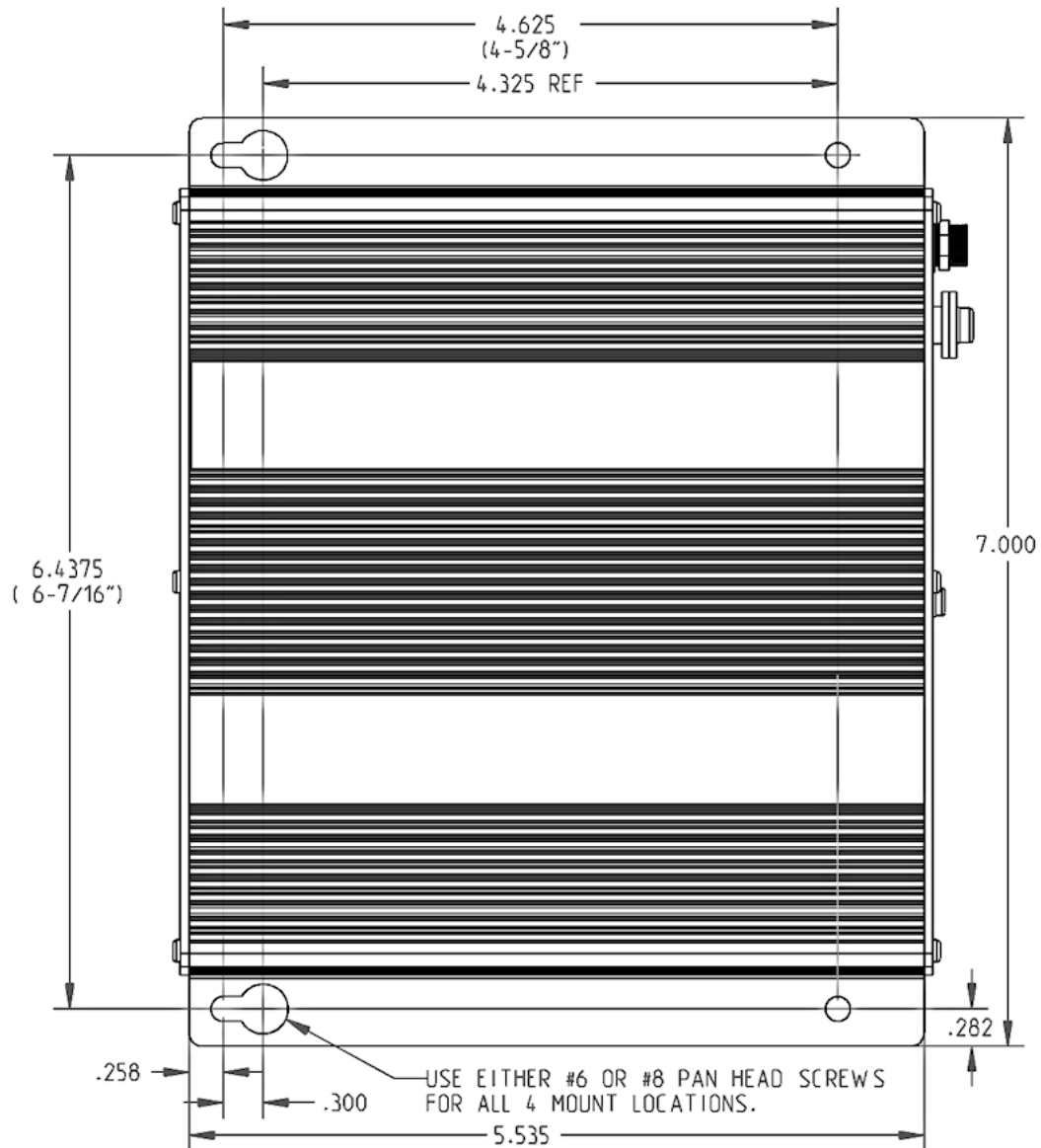
FF120/220	FF420/820
<ul style="list-style-type: none"> • A FaxFinder (FF120 or FF220) with factory-installed software • One universal power supply with power cord • Common telephone cables (one for each port; RJ-11 at both ends) • A product CD that contains: (a) a software package for client PCs, (b) a system management software package for the administrator's PC, and (c) additional documentation for both administrators and client/users • A printed <i>Cabling Guide</i> 	<ul style="list-style-type: none"> • A FaxFinder (FF420 or FF820) with factory-installed software • One universal power supply with power cord • Common telephone cables (one for each port; RJ-11 at both ends) • A product CD that contains: (a) a software package for client PCs, (b) a system management software package for the administrator's PC, and (c) additional documentation for both administrators and client/users • A set of four self-adhesive plastic feet • Rack-mounting fasteners • A printed <i>Cabling Guide</i>

You Supply

- A nearby AC power outlet and a connection to your Ethernet LAN
- A telephony connection:
 - either** - a PBX station port
 - or** - a common subscriber (POTS) phone line jack
- An admin PC (with web browser) to configure the FaxFinder
- Client PCs (Windows 2000/XP/2003/Vista) with email and printing applications. Network clients receive faxes in their email inboxes. They will send faxes by printing to the FaxFinder server from application programs.

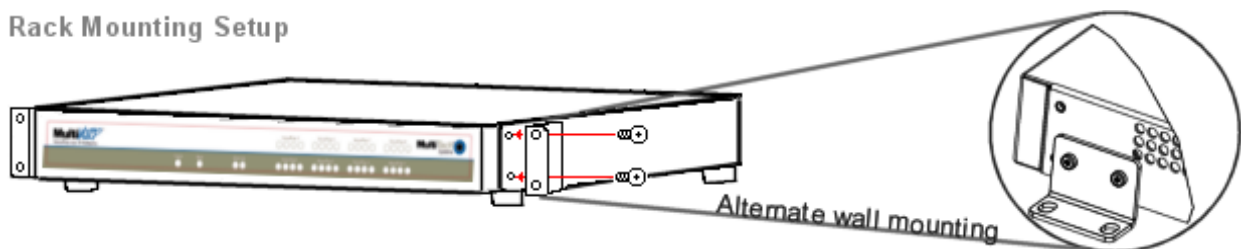
Mechanical Mounting

The FF120/220 FaxFinder comes with chassis screw holes to facilitate attaching it to a flat surface.



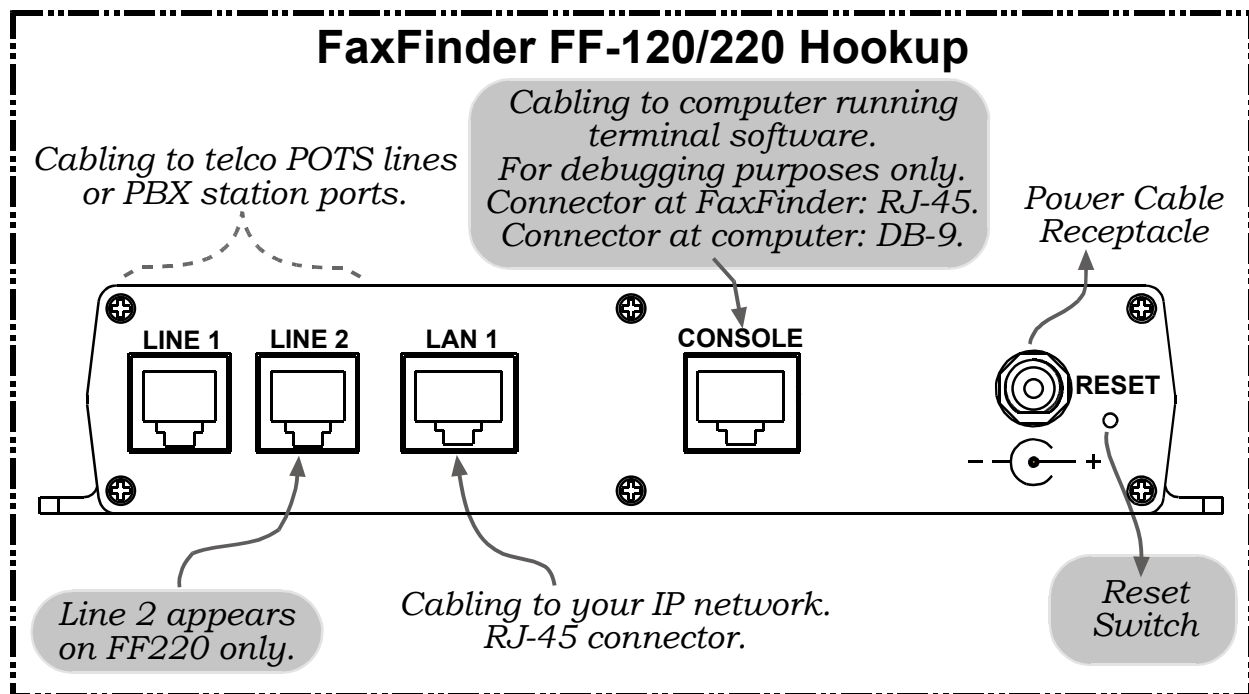
The FF420/820 are table-top units that can also be rack-mounted. Rack-mounting hardware is included.

Rack Mounting Setup

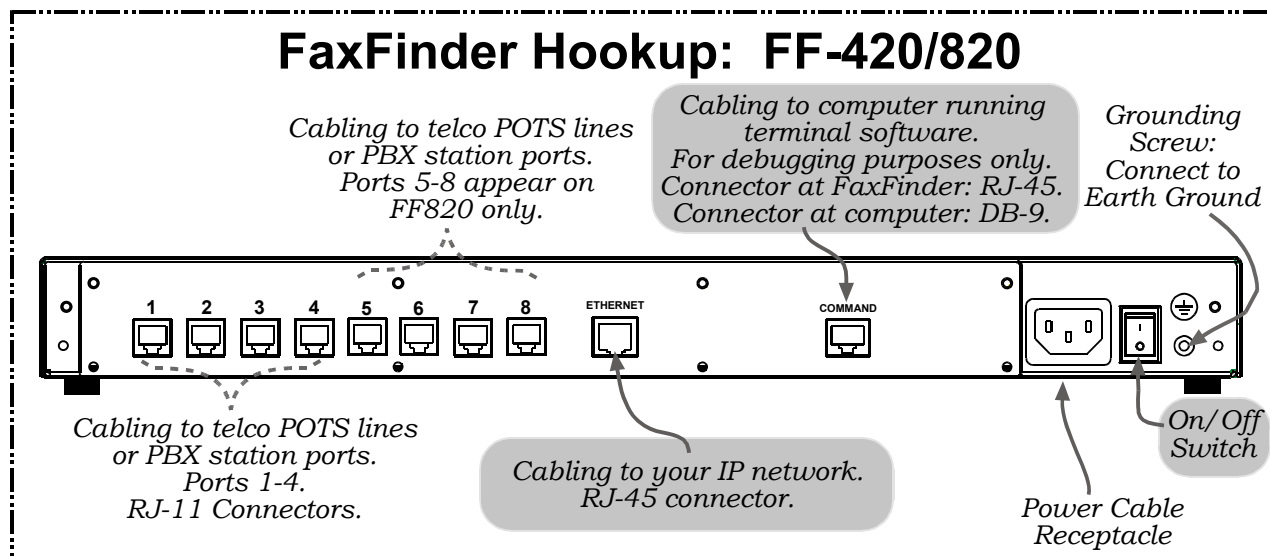


Quick Hookup

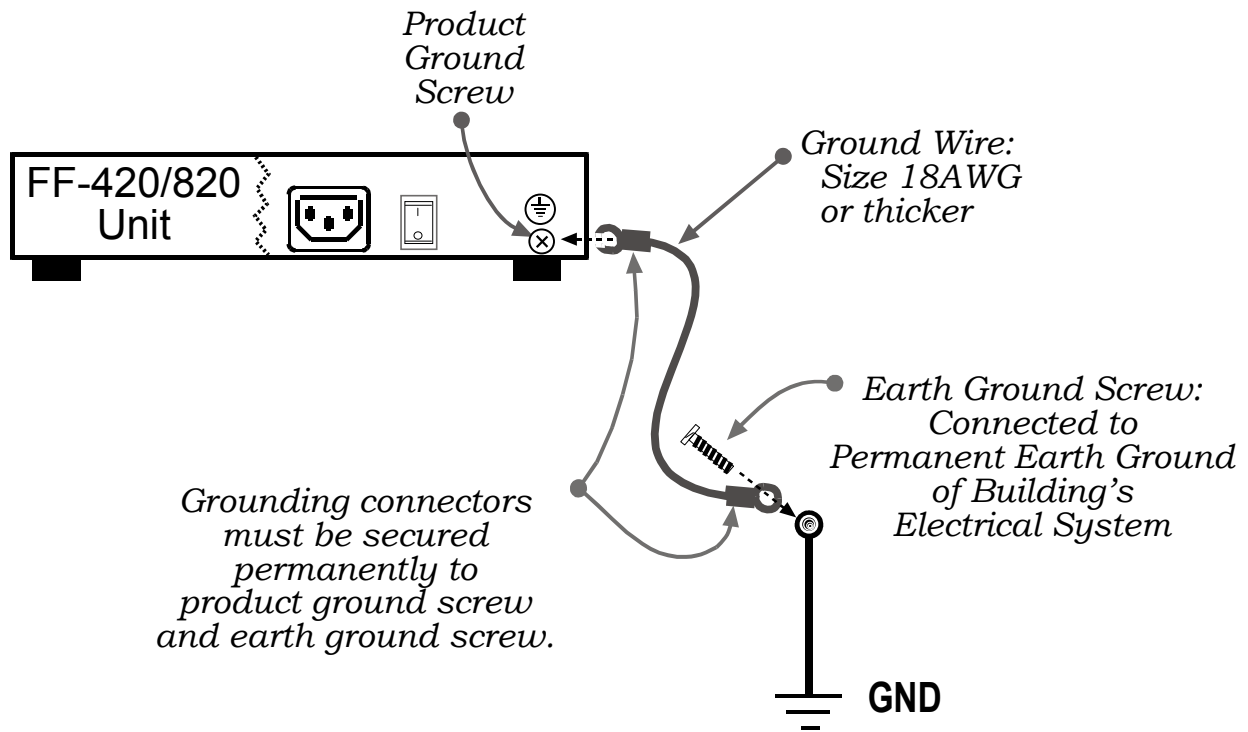
FF120/220



FF420/820

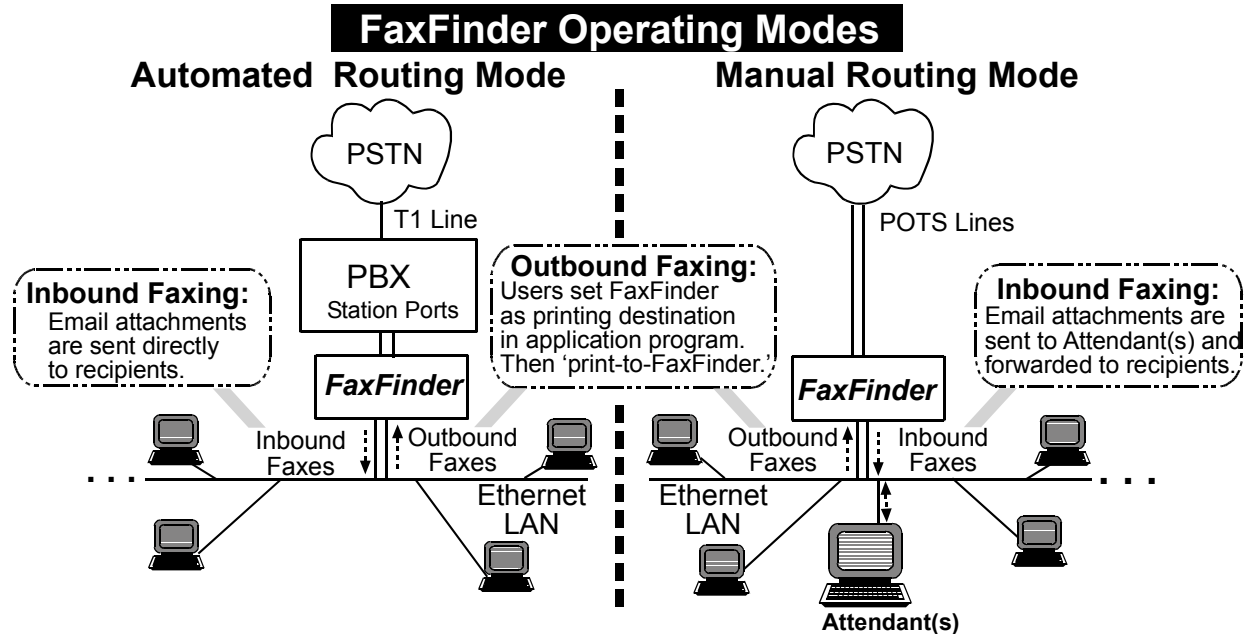


Earth Grounding for FF420/820



FaxFinder Operating Modes

The FaxFinder Fax Server provides two-way fax service to PC client users on an Ethernet network. For outgoing service, users send faxes by using the Print command of any application program and selecting the FaxFinder as the target Printer. For incoming fax service, the FaxFinder converts the incoming faxes into graphic files that are sent as email attachments to fax recipients on the Ethernet network.



If the FaxFinder is connected to a PBX station port and that PBX can route multiple phone extension numbers to the FaxFinder, then each user can have his/her own incoming fax number and faxes will go directly to each user's email address. This is the FaxFinder's **Automated Routing Mode** of operation. Because there are several ways of implementing Automated Routing Mode (some generic and some specific to certain PBXs) there are several different "Routing" settings in the FaxFinder software's "Modem Configuration" screen that will implement the Automated Routing Mode for these different situations.

If the FaxFinder is connected directly to a POTS line or to the station port of a PBX that cannot route multiple extension numbers to a single station port, then all incoming faxes must go to the email address of a single recipient who acts as an attendant and forwards the faxes to the intended recipients. This is the FaxFinder's **Manual Routing Mode** of operation. In the FaxFinder software's "Modem Configuration" screen, you simply choose the "POTS Line" option to implement the Manual Routing Mode of operation.

In order for each user to receive incoming faxes directly, the FaxFinder must be connected to a PBX that can route multiple extensions to a single port (convergent routing). If your PBX does not support this convergent routing, then incoming faxes must be sent to recipients through an attendant.

Installation Overview

Part A: Cabling – Connecting the FaxFinder to Power, Phone Lines, and Ethernet

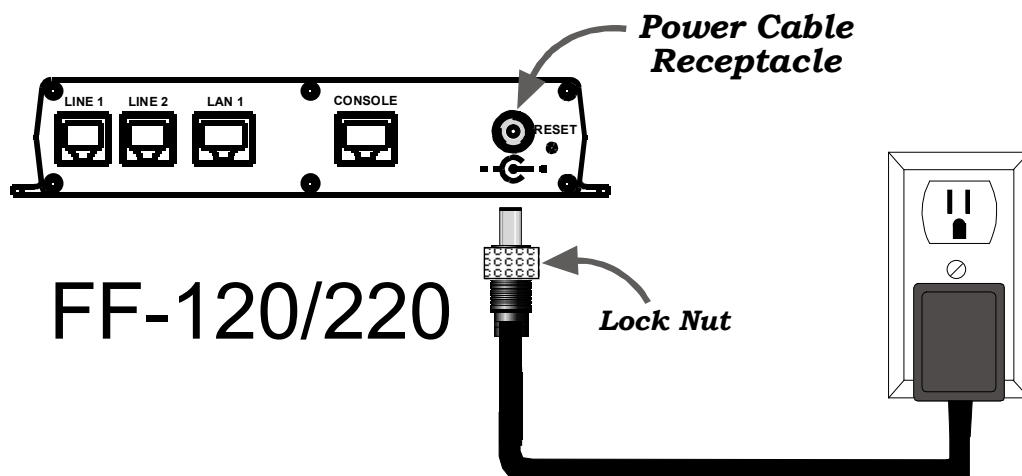
Summary: Place the FaxFinder in a convenient location, and then connect it to your AC power outlet and Ethernet.

1. Connect FaxFinder to AC Outlet.

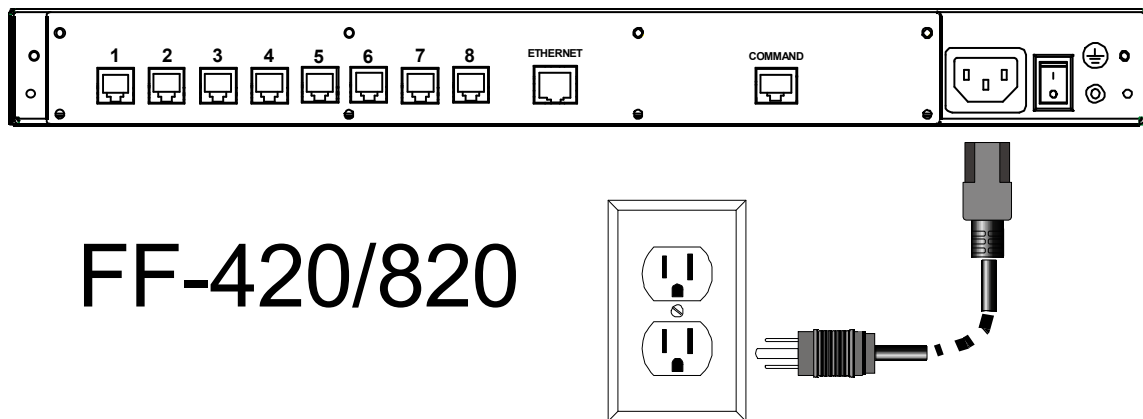
- A. **FF120/220 Power.** Plug the DC power transformer into a power outlet or power strip. Secure the other end to the Power Receptacle on your FF120/220 FaxFinder. Secure the power cord to the connector with the lock nut. (Builds of FF120/220 for outside of North America have a 2-piece power connection.)

Note: The FF120 & 220 have a reset switch in lieu of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reset. This is only necessary if the unit becomes unresponsive.

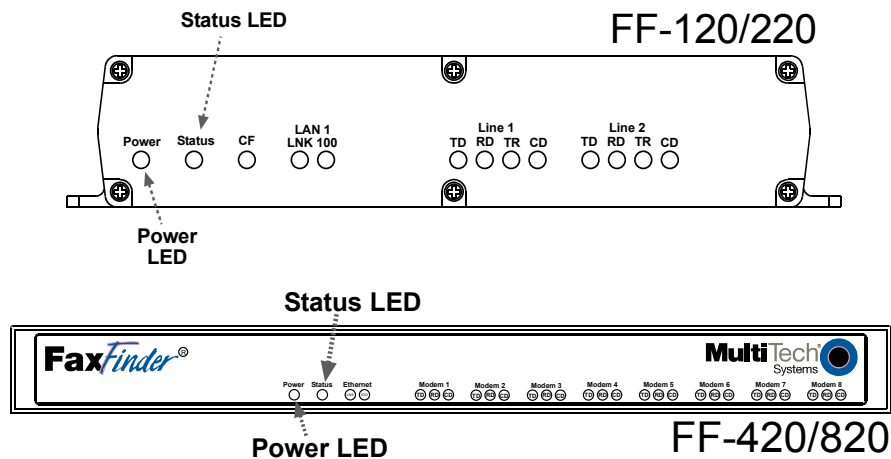
Caution: Use only the DC power transformer supplied with the FaxFinder. Use of any other transformer voids the warranty and can damage the FaxFinder.



- B. **FF420/820 Power.** Connect the power cable between the unit and a power outlet.



2. Verify Powering.

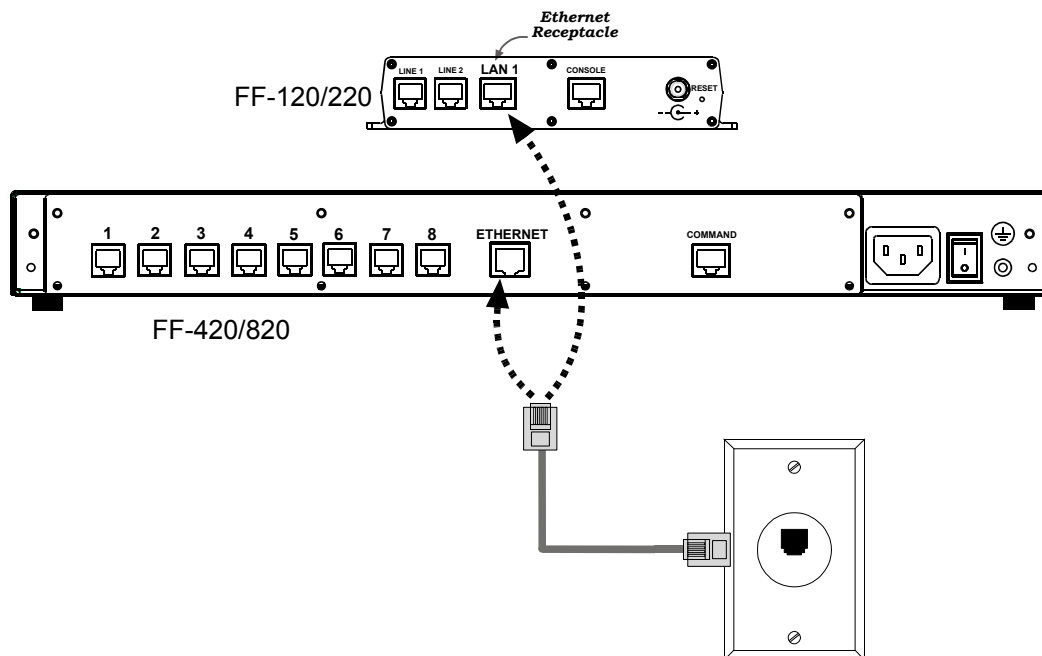


After power is applied, the **Power** LED comes on immediately but there is a 4-second delay before the **Status** LED comes on. In normal operation, the **Status** LED will be flashing.

When you apply power, the FaxFinder performs a diagnostic self-test. The **Status** indicator flashes when the test is complete and the unit is ready. If this does not happen, check that the power supply is solidly connected and that the AC outlet is live.

3. Connect FaxFinder to Ethernet Network.

Plug one end of your RJ45 Ethernet cable into the FaxFinder's Ethernet jack and the other end into your network Ethernet hub. This Ethernet cable is not included with your FaxFinder unit.



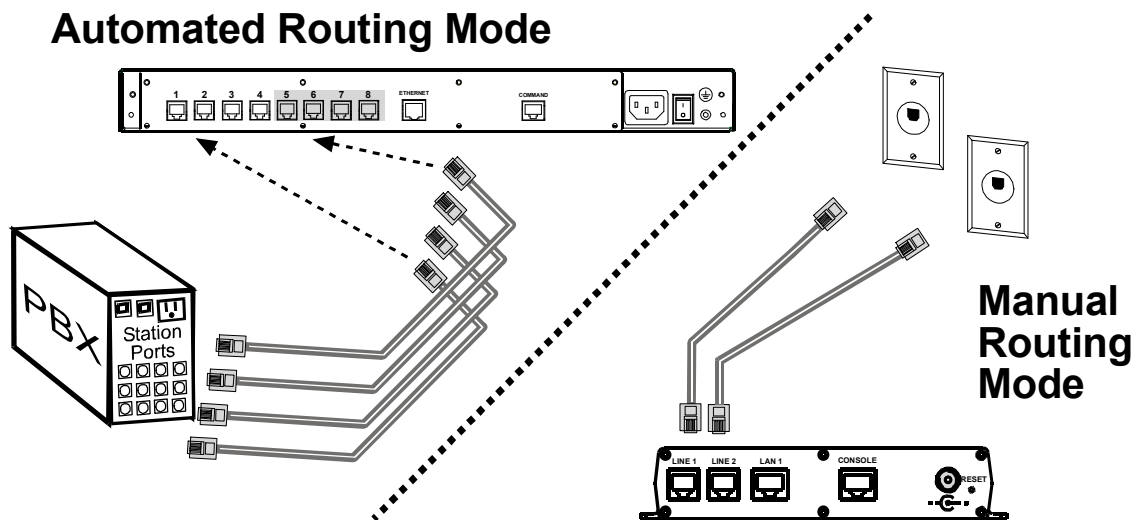
Caution: Before connecting to the Ethernet Network, make sure that the network to which you are connecting the FaxFinder is not a 192.168.2.x subnet. Because the FaxFinder's factory default IP address is 192.168.2.1, connecting it to a network that has a different device at that same IP address would cause data interference.

If it is a 192.168.2.x subnet, connect from the Administrative PC to the FaxFinder using an RJ45 crossover cable until the FaxFinder's IP address has been configured. Thereafter, connect the FaxFinder into the network with an ordinary RJ45 cable.

Part B: Connecting to Telephony Service

The FaxFinder can either be connected to a PBX (for use in **Automated Routing Mode**) or to POTS lines (for use in **Manual Routing Mode**).

Connection for Automated Routing Mode	Connection for Manual Routing Mode
Plug one end of the phone cable into the FaxFinder's LINE jack and the other into an available Station Port on the PBX.	Plug one end of the phone cable into the FaxFinder's LINE jack and the other end into your standard telephone receptacle.
An RJ11-to-RJ11 cable is included with your FaxFinder.	

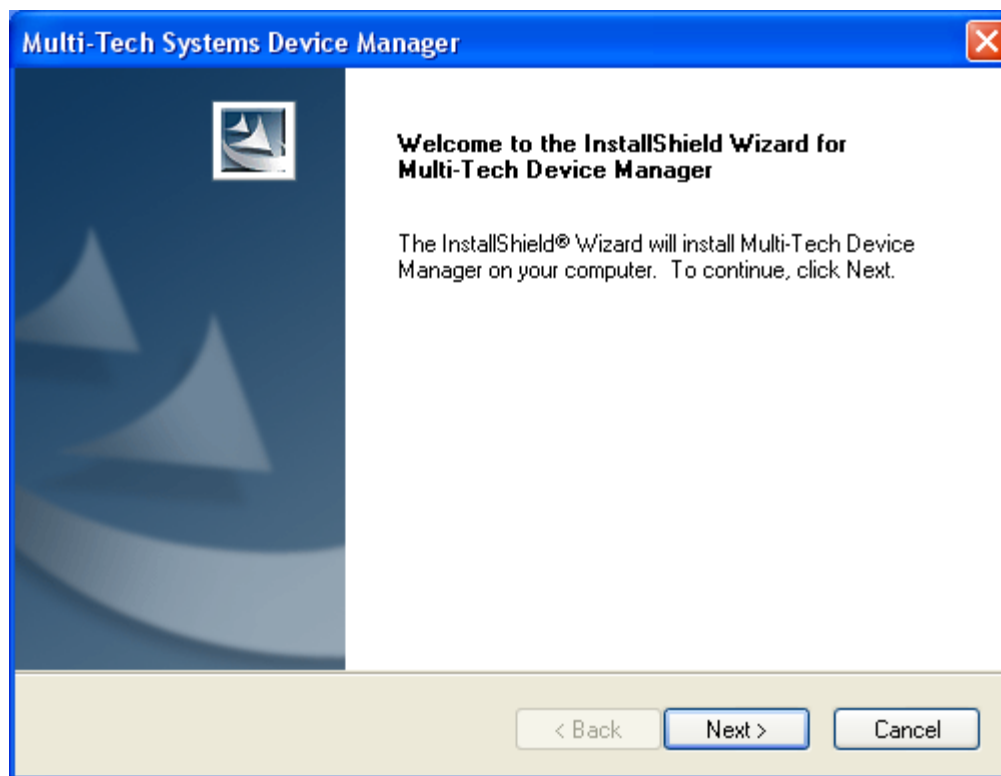


Part C: Installing the Software

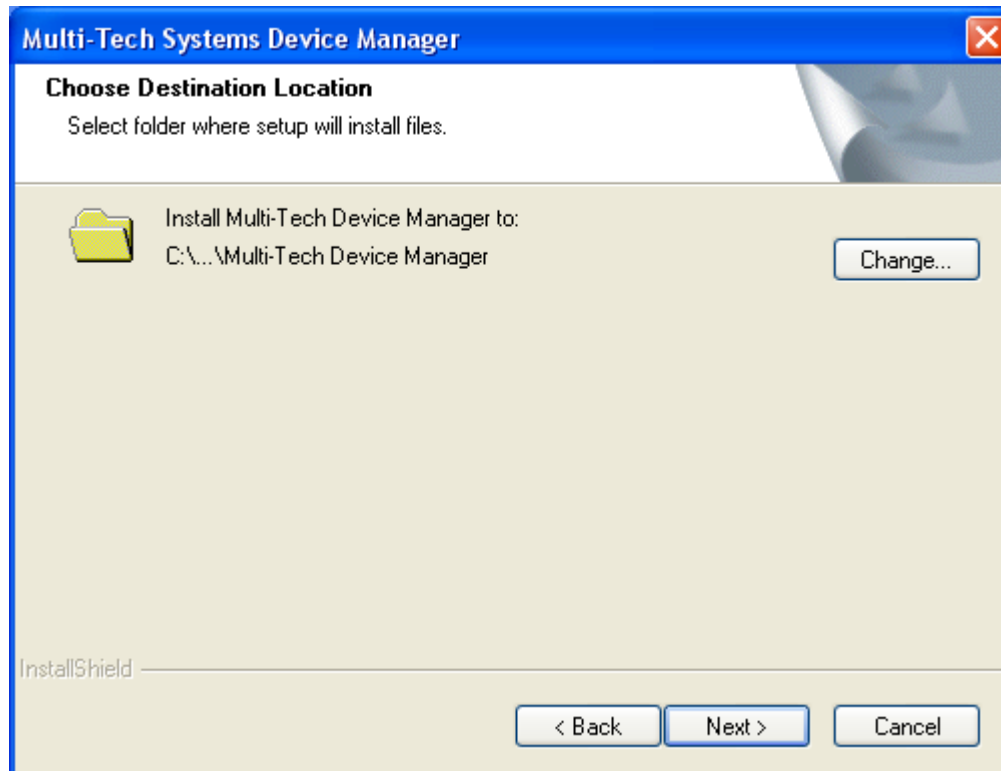
There are two programs to install for configuring and using the FaxFinder unit. The Device Manager software is for the Administrator and primarily deals with the setup and logging functionality. The second is the Client software that is for general use of the FaxFinder, but it needs to be associated with a FaxFinder unit for proper operation.

Installing the Device Manager software

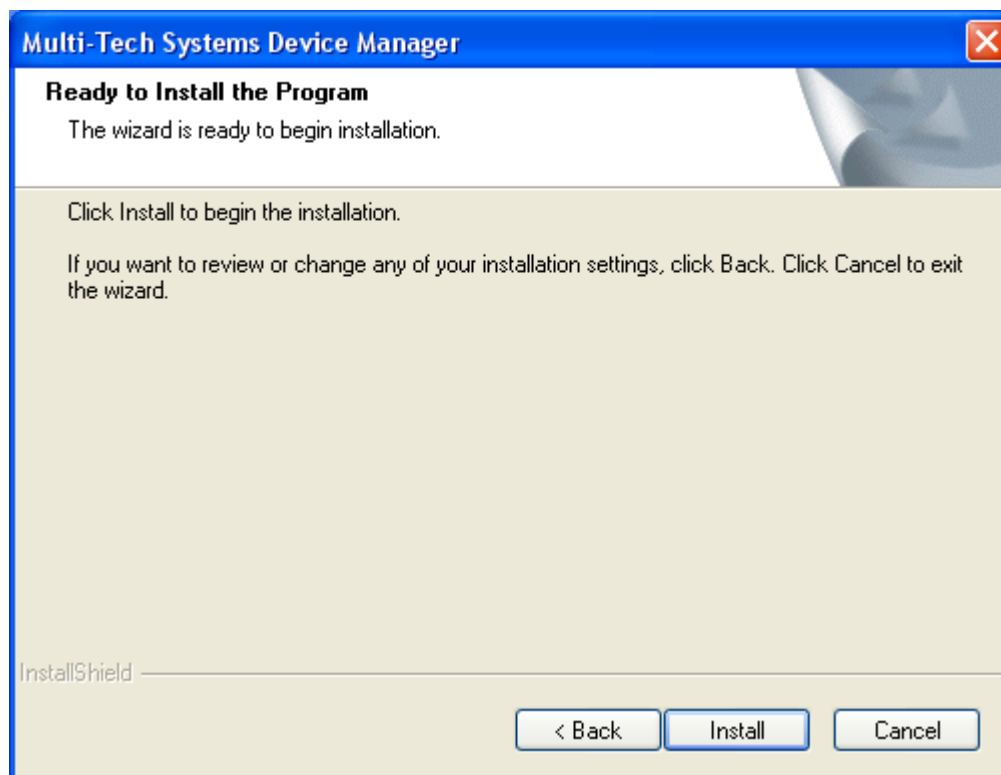
- A. Insert the FaxFinder Product CD into the CD-ROM drive of the client PC. If the CD does not auto start, use Windows Explorer to navigate to your CD drive and launch the installation program by double-clicking on **cd_start.exe** file on the CD. From the menu presented, click the Software button.
From the new screen presented, select the Manager Software button to install the Multi-Tech Device Manager software used to configure the FaxFinder unit.
- B. The Welcome wizard appears. Click **Next**.



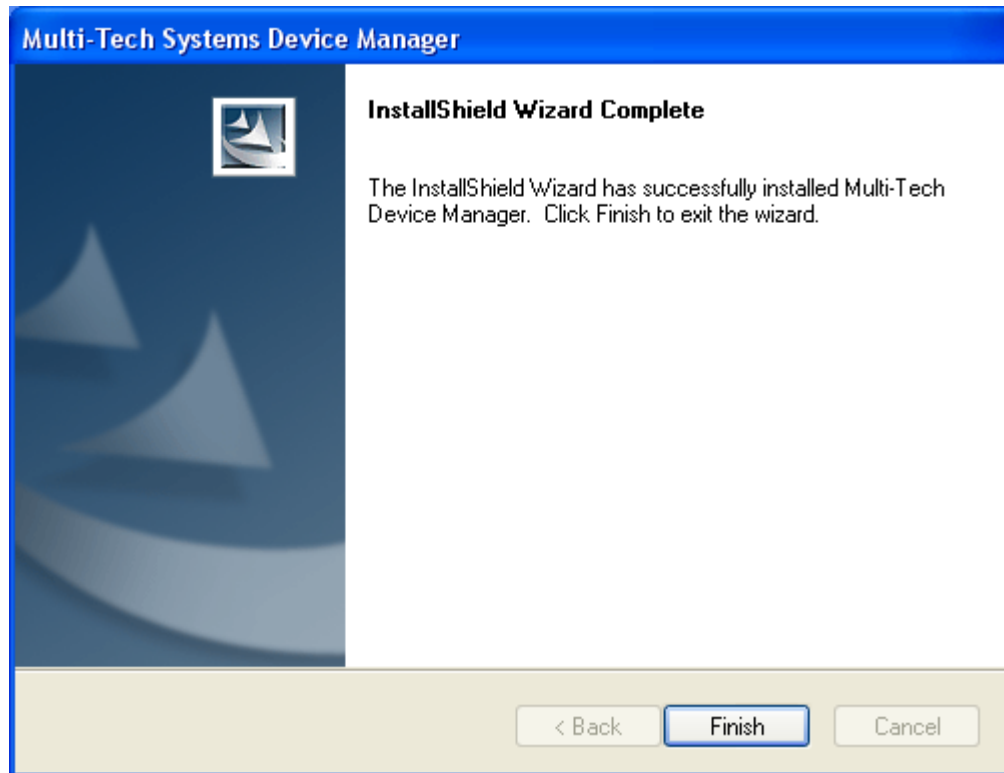
- C. Select the location where you would like the software to install. Click **Next**.



- D. The software is ready to be installed. Click **Install**.



- E. When the installation is completed, click **Finish**.



Installation of the Device Manger software is complete. You may now move ahead and set up your FaxFinder unit using the Device Manager software, or continue with the Client software installation below.

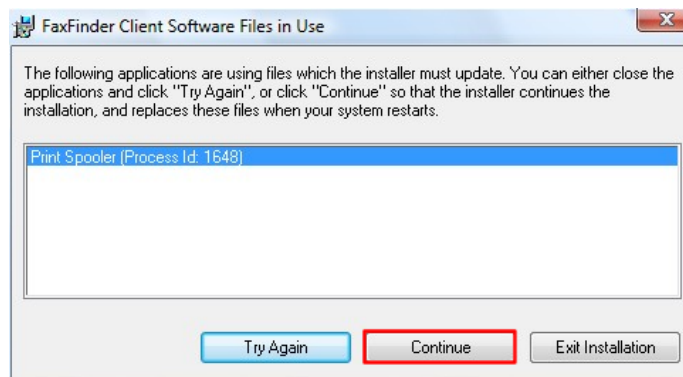
Installing the Client software

- A. Insert the FaxFinder Product CD into the CD-ROM drive of the client PC. If the CD does not auto start, use Windows Explorer to navigate to your CD drive and launch the installation program by double-clicking on **cd_start.exe** file on the CD. From the menu presented, click the Software button.

From the new screen presented, select the Client Software button to install the Multi-Tech FaxFinder Client software for using the FaxFinder unit.

Important: If you have any old versions of the FaxFinder client software installed, please uninstall that prior to installing the new version. For your convenience, there is a mass uninstaller available for push uninstalls on the product CD. It is in the Software folder and is called 'Remove_InstallShield_FFClient.msi'.

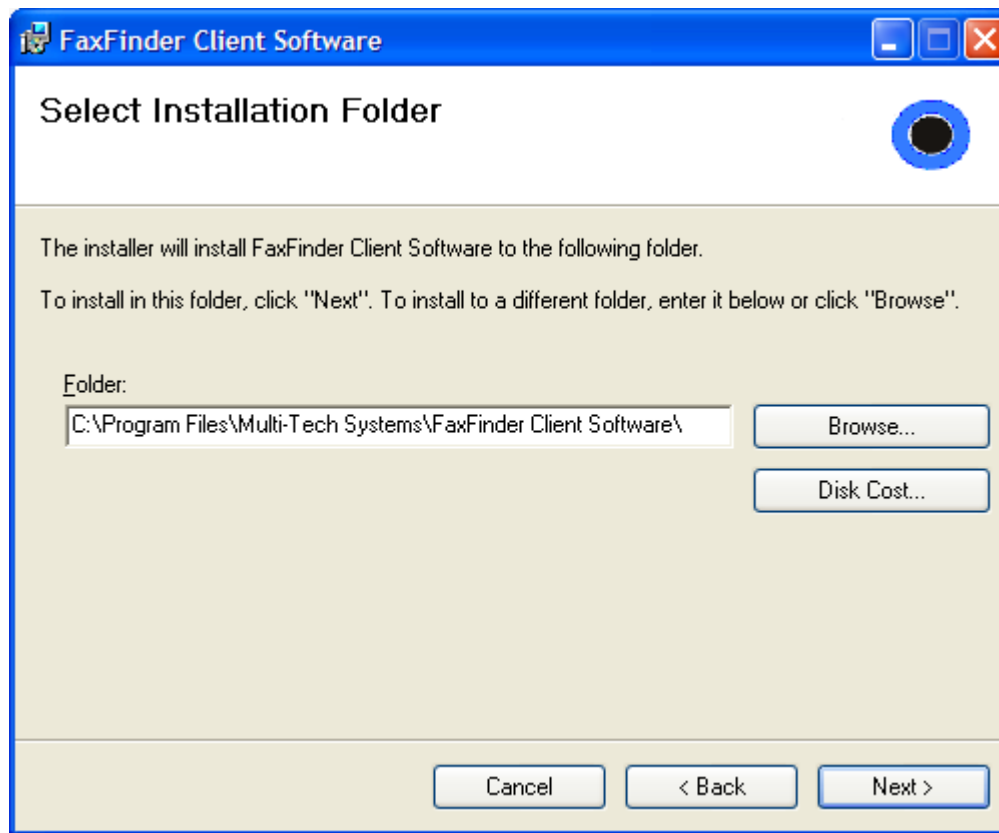
Vista Only: Should you install the client in Windows Vista, you may see a pop-up window informing you of a printer spooling in use. Please select 'Continue' to finish the installation. This message has no impact on the installation or functionality of the FaxFinder Client Software.



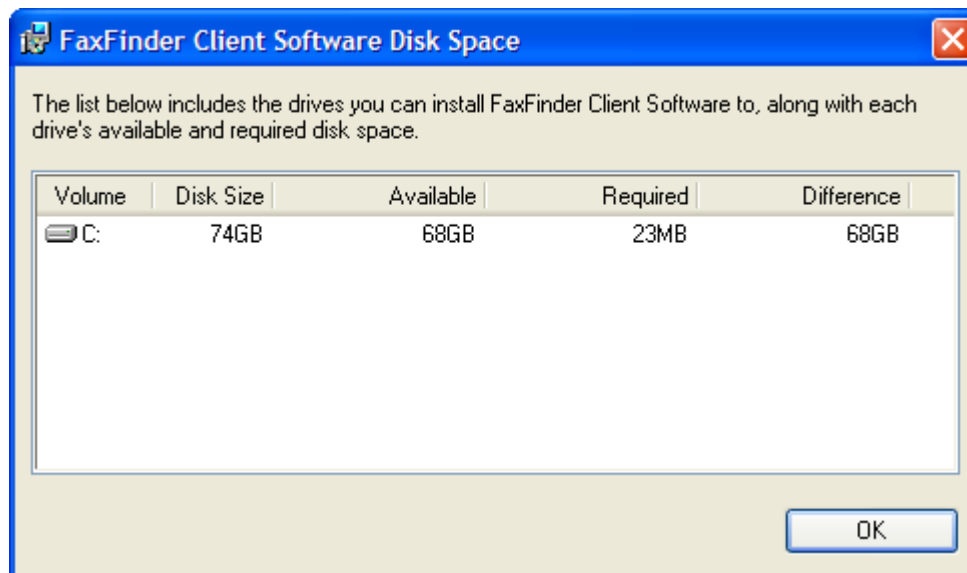
Continue the installation.



- B. At the **Welcome** screen, click **Next**.



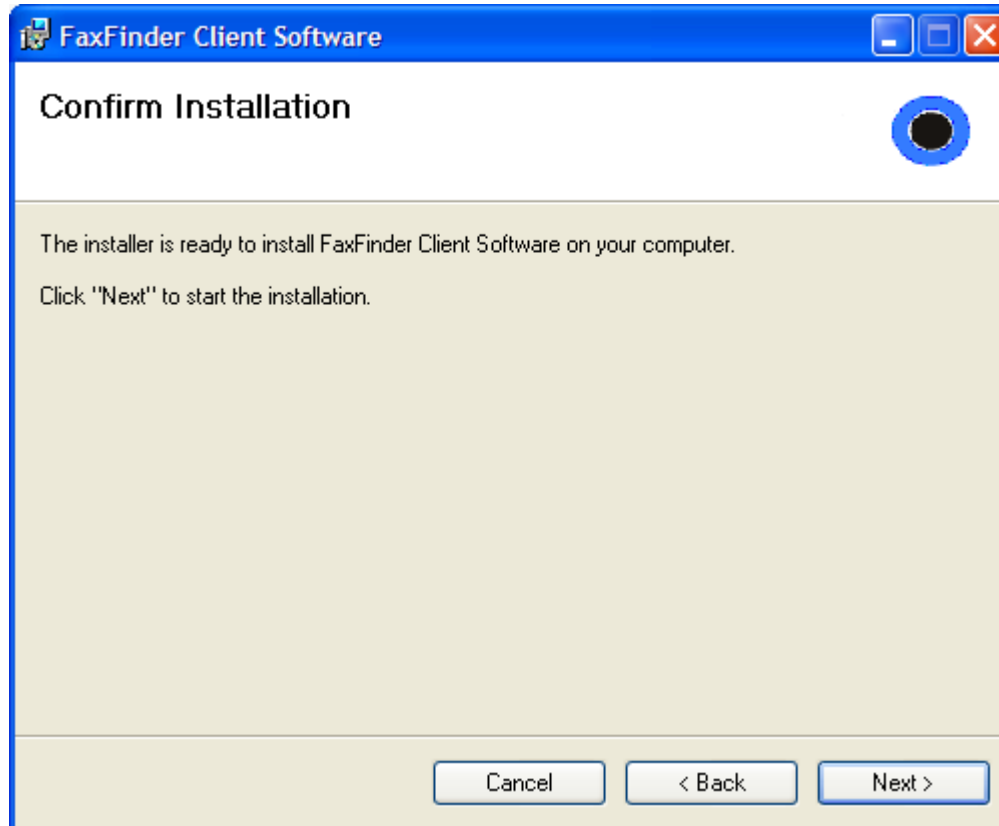
- C. At the **Select Installation Folder** screen, browse to the desired file location for the FaxFinder client software. In most cases, the default file location is recommended.



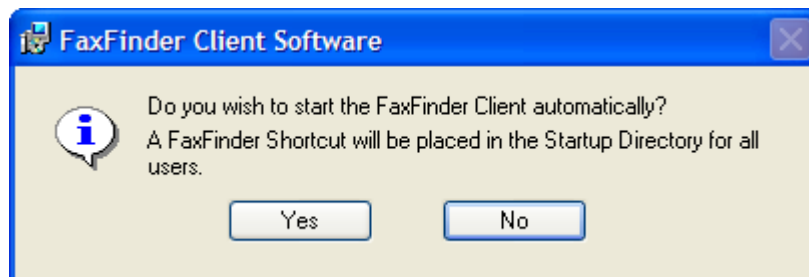
Clicking on the **Disk Cost** button will show you the size of the software being installed as well as the available disk space of the target drive.

When the destination location is correct, click **Next**.

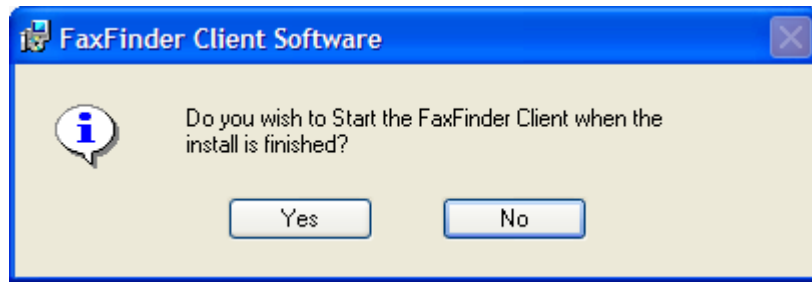
- D. At the **Confirm Installation** screen, click **Next** to begin the installation..



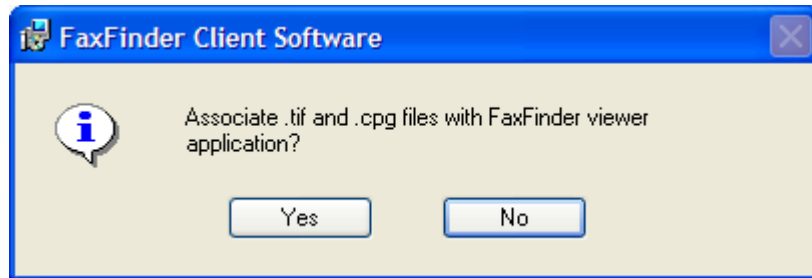
- E. A transient screen will appear while files are being copied.



- F. The FaxFinder Client software can place a shortcut in the Startup directory so that the client software will start automatically when the PC is booted.



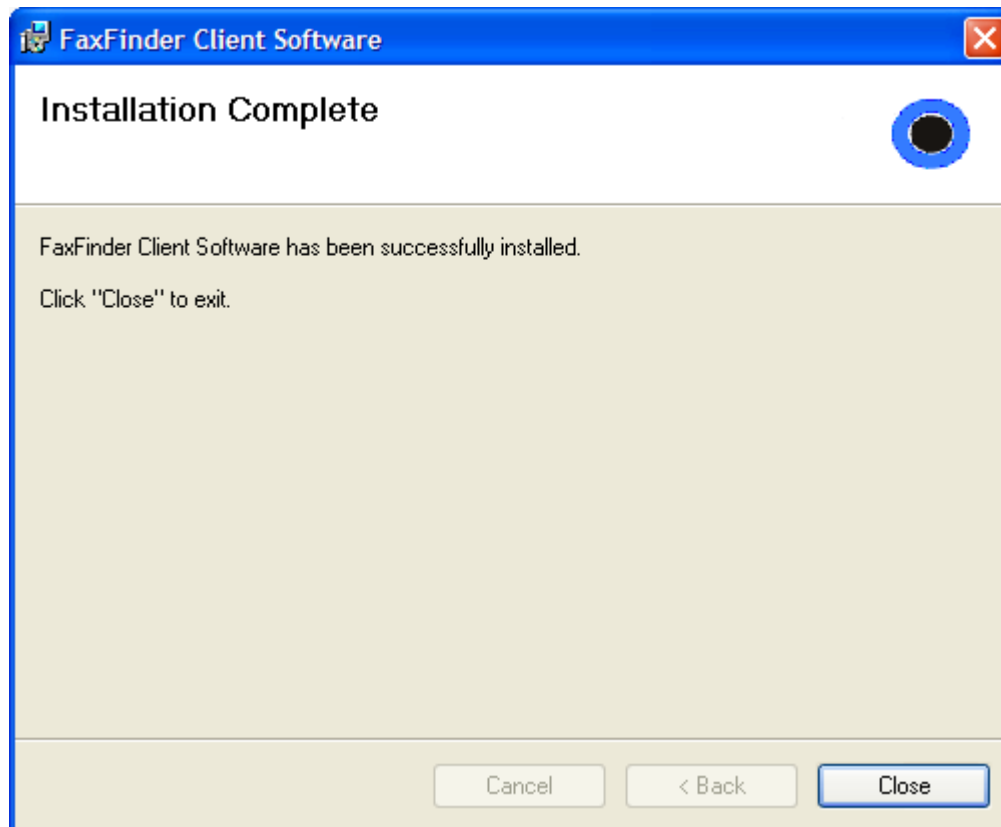
- G. You will be asked if you want the Client software to automatically launch when the installation is complete. Select your preference



- H. You will be asked whether or not you want to associate *.tif* and *.cpg* files with the Multi-Tech Tiff Viewer. Click **Yes** (unless you prefer to use a different viewer program).

If a Question screen appears asking "Warning - the extension *.tif* is already registered, Overwrite?"; click **Yes** if you wish to use the TIFF viewer installed with the FaxFinder Client Software. Click **No** if you prefer to use a different software package for viewing *.tif* files.

- I. Then the **Installation Complete** screen will appear.



Click the **Close** button.

Client Install on Terminal Service

The process for installing the FaxFinder Client software in Terminal Services is as follows:

- Run the FaxFinder Client for Terminal Services installer as an administrator on the terminal server.
- Once the installation is complete, a shortcut to the FaxFinder Client is created in the Startup section of the start menu for All Users (C:\Documents and Settings\All Users\Start Menu\Programs\Startup). This causes the FaxFinder Client to start up automatically when any user logs into the terminal server. If this is not desired, the shortcut in the All Users start menu may be deleted and placed in user-specific Startup folders as needed.
- Users running the FaxFinder Client must be granted full permissions to the "Multi-Tech FaxFinder" printer or the client will error on start up.
- The users may be added to the Power Users group, which has full access by default, or can be given permission individually by selecting Properties on the printer and navigating to the Security tab.

Push Installs of the Client Software

The FaxFinder Client installer is now available as an MSI package. This provides the ability to perform remote installation using Microsoft Group Policy, SMS, as well as other third party tools. The installer can be run like any other Windows software installer and it can also be invoked from the command line using the Windows Installer command 'msiexec'. **Previous versions of the FaxFinder Client (1.08.06 and older) must be uninstalled before upgrading.**

The installer supports the following options when being used from the command line or remote installation:

- Set a different install directory:
 - TARGETDIR=PATH (default is *Program Files/Multi-Tech Systems/FaxFinder Client Software*)
- Add file associations for Multi-Tech TIFF Viewer and Cover Page Editor:
 - ADDFILEEXT=1 (default is 0)
- Start the FaxFinder client after installation:
 - LAUNCHPRODUCT=1 (default is 0)
- Automatically Start the FaxFinder Client
 - LAUNCHPRODUCTONBOOT=1 (default is 0)
- Example command to install in silent mode with options:
 - msiexec /i FFClient-x_x_x.msi /q TARGETDIR="C:\FaxFinder Client" ADDFILEEXT=1 LAUNCHPRODUCT=1 LAUNCHPRODUCTONBOOT=1
- Example command to uninstall in silent mode:
 - msiexec /x FFClient-x_x_x.msi /q

An example of how to perform a remote software installation using Microsoft Group Policy is available from Microsoft's website.

- Search for Knowledge Base article number 816102 at microsoft.com.

FaxFinder Client Terminal Services MSI Installer

The FaxFinder Client Terminal Services Installer is also available as an MSI package.

- Run the FaxFinder Client for Terminal Services installer as an administrator on the terminal server.

Once the installation is complete, a shortcut to the FaxFinder Client is created in the Startup section of the start menu for All Users (C:\Documents and Settings\All Users\Start Menu\Programs\Startup). This causes the FaxFinder Client to start up automatically when any user logs into the terminal server. If this is not desired, the shortcut in the All Users start menu may be deleted and placed in user-specific Startup folders as needed.

FaxFinder Client Install Shield Mass Uninstall

An MSI package is available on the web site, and the Installation CD, that can be used to mass un-install the previous version of FaxFinder Client (versions before 1.08.08).

- Example command to uninstall the Install Shield FaxFinder Client in silent mode:
 - `msiexec /i remove_installshield_faxclient.msi /q`

Part D: Configuring the FaxFinder Server

Summary of Configuration Data

The table below lists the information you will need to fill in on the various FaxFinder Server screen. Gathering this information in advance will expedite the FaxFinder configuration process.

Server Parameters (for Server Admin screen)	Values for this FaxFinder
IP Address (of FaxFinder unit)	
Subnet Mask	
(Domain) Name Server	
Secondary Name Server (optional)	
Default Gateway	
Time Server	
SMTP (Mail) Server Address	
SMTP Port	
SMTP Server User ID	
SMTP Password	
Routing: Manual Routing Mode= "None"; Automated Routing Mode = either "DTMF Digits" or a PBX-specific mode code)	

User Parameters (for Server Phonebook, Client Options, & Client Add Fax Server screens)				
Name	User ID/ Username	Email Address	PBX Extension	Password

Manual Routing Mode: Mapping of FF Ports to Phone Numbers	
FaxFinder Port	Phone Number
Port 1	
Port 2	
Port 3	
Port 4	
Port 5	
Port 6	
Port 7	
Port 8	

Automated Routing Mode: PBX Phone Number Ranges	
Start of Range	End of Range

1. Setting Admin PC to Startup IP Address

There are two ways that you can set the startup IP parameters. You can either

- do steps **1A** and **1B**, then do the steps for your operating system from the table, and then skip to **2A**,
- or-
- do the “Alternative Method ...” using the **Device Manager** software and then go on to step **2A**.

A. Connect a pc to your network.

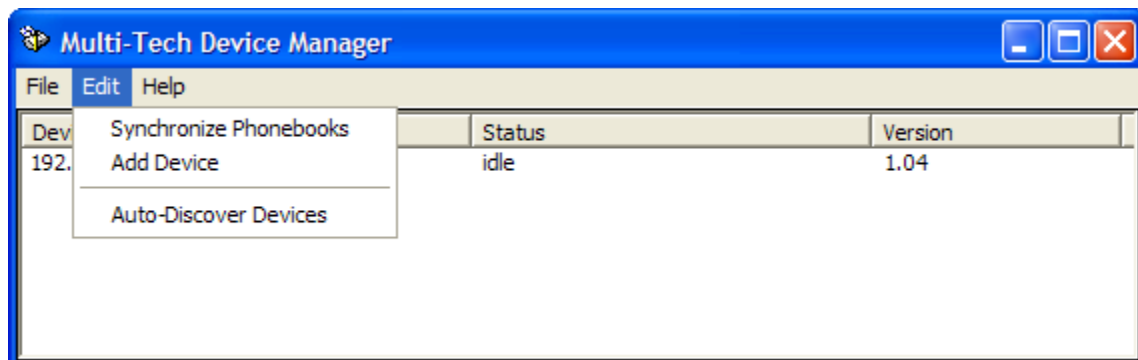
B. Set the pc IP address to **192.168.2.x** subnet (using any address **except** 192.168.2.1).

<p>Windows XP/2003</p> <ol style="list-style-type: none"> a. From the Windows desktop, right-click on “My Network Places,” and select “Properties.” b. In the Network Connection screen, right-click on “Local Area Connection.” c. In the Local Area Connection Properties screen, on the “General” tab, scroll to the “Internet Protocol (TCP/IP)” entry and select it. Click “Properties.” d. In the Internet Protocol (TCP/IP) Properties screen, record the existing IP address. Then reset the IP address to 192.168.2.2. 	<p>Windows 2000</p> <ol style="list-style-type: none"> a. From the Windows desktop, right-click on “My Network Places,” and select “Properties.” b. In the Network and Dialup Connections screen, right-click on “Local Area Connection” and select “Properties.” c. In the Local Area Connection Properties screen, select the “Internet Protocol (TCP/IP)” entry. Click “Properties.” d. In the Internet Protocol (TCP/IP) Properties screen, record the existing IP address. Then reset the IP address to 192.168.2.2.
<p>Windows Vista</p> <ol style="list-style-type: none"> a. Click on Start and go to Network. b. In the left-hand ‘Folders’ pane, Right-click on Network and select Properties. c. For the Local Area Connection, click on the View Status link. d. In the Status window, click on Properties. Click Continue when the permission window pops-up. e. In the Properties window, click once to highlight “Internet Protocol Version 4 (TCP/IPv4) and then click Properties below. f. Here you can select the “Use the following IP address:” radio button, and then set the “IP Address” to 192.168.2.2. g. Click OK, then click Close and Close again. 	

Alternative Method for Setting Desired IP Parameters on FaxFinder Server

If the FaxFinder Server is on the same subnet as the Administration PC, you can set its IP parameters using the Multi-Tech Device Manager’s Auto-Discovery function (see *Chapter 8* concerning installation of the Device Manager software).

In Device Manager, go to **Edit | Auto-Discover Devices**. The Auto Discovery Monitor dialog box will appear.



Double-click on the FaxFinder in the Auto Discovery Monitor dialog box and change the IP Addresses.

Host: FaxFinder IP 192.168.1.9

Mac Address: 00:08:00:72:15:a0

IP Address: 192.168.1.5

Subnet Mask: 255.255.255.0

Gateway IP: 192.168.1.1

Current: User ID admin Password: admin

Update Cancel Reset UID/PWD

If you know the correct User ID and Password, you can change the IP Address, Subnet Mask or Gateway IP. Select the field you wish to change, enter the User ID and Password then click **Update**.

If you click the Reset UID/PWD button, the telnet User ID and Password of the FaxFinder Server will be reset to factory defaults (*admin/admin*).

The Auto Discovery Monitor dialog box will be updated with the IP parameter information from the Server. This can take up to 30 seconds.

Auto Discovery Monitor

Searching ... (FaxFinders will broadcast for 10 minutes upon re-start)

Host Name	IP Address	Mac Address
FaxFinder	192.168.1.5	00:08:00:72:15:a0

Finished

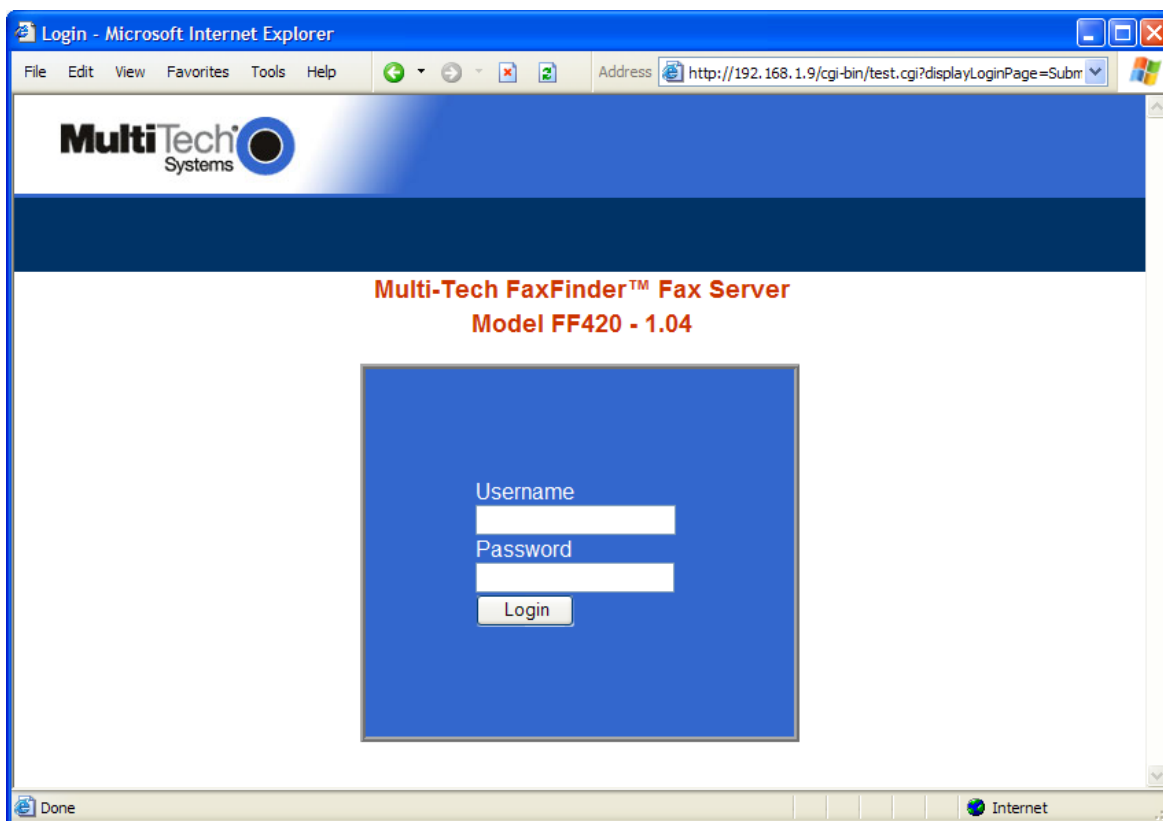
The Host Name column will change to **Waiting for update**, and then back to FaxFinder once the update is completed.

The FaxFinder server may need to be turned off and back on again for the IP address change to take effect. If the IP address is being changed from a previously “discovered” FaxFinder, the old IP version will need to be deleted from the Device Manager by right-clicking on the old IP and selecting Delete. You may now Add Device or run the Auto-Discovery again.

Continue to step **2A**.

2. Logging In

- A. Bring up a Web browser on your pc. At the browser's address line, type the IP address of the FaxFinder:
either type **http://192.168.2.1** and press **Enter**,
or type the IP address you set using the Auto Discovery dialog box (the "Alternative Method..." above) and press **Enter**.
- B. The **Login** screen will appear.



At this point you can be assured that the FaxFinder is connected to the network.

If the **Login** screen does not appear, see "What if I can't see the web page for my FaxFinder?" in the **Troubleshooting** appendix.

- C. At the **Login** screen, enter **admin** (all lower case) in the Username field.
- D. Enter **admin** (all lower case) in the Password field.

- E. Click the **Login** button. The Web Management **Home** screen will appear. From this screen, you can access all of the FaxFinder Server software screens.



3. Setting FaxFinder IP Addresses

- A. In the FaxFinder **Administration** screen, go to the **IP Configuration** fields.

Administration: IP Configuration			
IP Address	<input type="text" value="192.168.1.9"/>	Hostname	<input type="text" value="FF420"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>	Default Gateway	<input type="text" value="192.168.1.1"/>
Name Server	<input type="text" value="192.168.1.12"/>	Secondary Name Server	<input type="text"/>
<input type="button" value="update"/>			

- B. Fill in the IP information that applies to your FF120/220/420/820 FaxFinder Server unit. The fields for "IP Address," "Subnet Mask," "Default Gateway" and "Name Server" are required. The Hostname field is used to supply a fully qualified domain name (fqdn) for the FaxFinder Server when it accesses an email server to send email. A "Secondary Name Server" may be considered optional, but, in any case, do not leave any invalid value in this field.
- C. Click **Update**. After the **Update** button has been clicked, it takes 5 seconds for the FaxFinder to update the addresses.

4. Resetting Admin PC to Its Regular IP Address

In step #1 above, you recorded the original IP address of the administrator's PC and then reset it to the IP address required to allow communication with the FaxFinder unit. You may now set the IP address of the administrator's PC back to its original value or to any other value that will allow you to communicate with the FaxFinder at its new IP address.

5. Log In After Reset

Having reset the IP address of the administrator's PC, you must log into the FaxFinder Server software again. Go to the **Login** screen, enter **admin** as User Name and **admin** as Password.

6. Setting Administrative Functions

Go to the FaxFinder **Phone Book** screen.

The first several rows of the Phone Book list are for special purposes. The first row is for the "Administrator" function. No matter what values are used for the **Name**, **User ID** and **Email Address** fields, the first row will still apply to the person doing the Administrator function for the FaxFinder system. The Administrator is the party privileged to configure the FaxFinder Server. The next group of phonebook rows are for attendants (one attendant row for the FF120, two for the FF220, four for the FF420, and eight rows for the FF820). These rows stand out as exceptional because they have no values in the *User ID* column. No matter what values are used in the Name and Email Address fields the attendant rows will still do this special function. So, you will want to avoid putting regular fax users in these rows.

In Manual Routing Mode, each 'attendant' row is related to a separate POTS Line. The assigned 'attendant' will receive all emails that enter the FaxFinder system through that modem and the attendant will have to distribute them to their final recipients. You can assign attendants for your convenience. You could assign a separate attendant for each POTS line; or one attendant might be assigned to handle incoming fax traffic from multiple POTS lines. For example, suppose an 4-port FaxFinder (FF420) is used by a company that has four separate departments. In that case, it might be convenient to have one person in each of those departments serve as the attendant for that department.

In Automated Routing Mode, the email address for each of these 'attendant' rows will receive all emails that are undeliverable to any end-user on the FaxFinder system. You could assign a separate email recipient for such undeliverable faxes as they are received through each of the FaxFinder's modems. However, it's more likely that you will want to have a single recipient to handle all undeliverable faxes regardless of the modem through which they entered the FaxFinder system. So, for Automated Routing Mode, we recommend that you enter the same email address for all of the 'attendant' rows, unless you have a specific reason to do otherwise.

Phone Book: Displaying Records 1 - 8 of 8				
Name	User ID	Email Address	Ext #	Function
Administrator	admin	administrator@multitech.com		<input type="button" value="Update"/>
POTS 1		pots1@multitech.com		<input type="button" value="Update"/>
POTS 2		pots2@multitech.com		<input type="button" value="Update"/>
POTS 3		pots3@multitech.com		<input type="button" value="Update"/>
POTS 4		pots4@multitech.com		<input type="button" value="Update"/>
John Doe	jdoe	jdoe@multitech.com	<input type="text" value="1234"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
Jane Doe	janedoe	janedoe@multitech.com	<input type="text" value="4321"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
outbound fax	fax	administrator@multitech.com	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
				<input type="button" value="add"/>

A. Administrator Row: Email Address

- i. In the "Administrator" row of the **Phone Book** screen, enter the name and user ID to be used for the FaxFinder administrator (it need not be literally "Administrator"). All incoming faxes will be marked as coming from this administrator. Then enter the email address of the party who will act as the FaxFinder administrator.
- ii. Click on **Update** in the "Administrator" row. At this point, a **Login** screen will appear and you will be asked to log in again. Log in using the administrator's User ID (as listed in the "User ID" column) and the administrator's current password (at this point, it should be **admin**).

At this point, the FaxFinder 'home' page is displayed. Click on **Phone Book** to see the updated values.

Phone Book: Displaying Records 1 - 5 of 5		
Name	User ID	Email Address
Pat-Admin	admin	pat@acme99.com
POTS 1		pots1@multitech.com
POTS 2		pots2@multitech.com
POTS 3		pots3@multitech.com
POTS 4		pots4@multitech.com

The next step (**B1**) will depend on the routing mode (automated or manual) used.

B1. "Pots Line *n*" Rows: Automated Routing Mode only

In the "Pots Line *n*" rows of the **Phone Book** screen (where *n* is 1 for the FF120, 1-2 for the FF220, 1-4 for the FF420, and 1-8 for the FF820), enter the email address of the person whom you want to receive all inbound faxes sent to unassigned PBX phone numbers. (For example, suppose extra PBX extensions were allocated to incoming faxes but were not specifically assigned to any individual employee. Faxes sent to those PBX extensions would go to the email address of the FaxFinder modem on which it was received, which would correspond to one of the "Pots Line *n*" rows of the **Phone Book**.) In general, it would also be possible to direct unassigned faxes to a different email address for each FaxFinder modem. This is a matter of convenience or preference.

B1. "Pots Line *n*" Rows: Manual Routing Mode only

In the "Pots Line *n*" rows of the **Phone Book** screen, enter the email address of the person(s) whom you want to receive all faxes sent to each FaxFinder modem. This party becomes essentially the 'fax attendant' for that particular FaxFinder modem. This is the person who forwards received faxes to their intended recipients, typically by forwarding the email to which the fax message is attached.

A natural approach to fax attendant assignments would be to have one attendant for each department of a company. For example, Art Jones might be the fax attendant for the accounting department, Sue Thompson the attendant for the sales department, Dee Brooks for the customer service department, and Ray Dodd for the repair department. If an FF420 FaxFinder were used, each of these fax attendants could be assigned one of its modems.

B2. “Pots Line n” Rows: Finishing

Click on **Update** in each of the “Pots Line *n*” rows after editing. The message “Success: POTS Line *n* was updated” will appear above the Phone Book list.

Success: Pots Line 4 was updated

Phone Book: Displaying Records 1 - 6 of 6				
Name	User ID	Email Address	Ext #	Function
Pat-Admin	admin	pat@acme99.com		Update
Pots Line 1		Art-acctg@acme99.com		Update
Pots Line 2		Sue-sales@acme99.com		Update
Pots Line 3		Dee-cust@acme99.com		Update
Pots Line 4		Ray-rep@acme99.com		Update
Pat Murphy	patm	patm@acme99.com	1234	Update Delete
				add

C. Personal Email Address for Administrator (optional)

- i. Just below the last “Pots Line *n*” rows of the **Phone Book** screen, enter the name and user ID that the FaxFinder Administrator can use to send and receive (Automated Routing Mode only) personal faxes. In Automated Routing Mode, enter, in the **Ext** field, the Administrator’s PBX fax extension. In Manual Routing Mode, leave the **Ext** field blank. (Generally, the administrator should have an additional phonebook entry for receiving ordinary fax traffic for his/her own use that is separate from the administrator function). Then enter the email address at which the FaxFinder administrator will receive such fax traffic.
- ii. Click on **Update** for this row. The message “Success: [name] was updated” will appear above the Phone Book list.

Success: Pat Murphy was added

Phone Book: Displaying Records 1 - 6 of 6				
Name	User ID	Email Address	Ext #	
Pat-Admin	admin	pat@acme99.com		
POTS 1		pots1@multitech.com		
POTS 2		pots2@multitech.com		
POTS 3		pots3@multitech.com		
POTS 4		pots4@multitech.com		
Pat Murphy	patm	patm@acme99.com	1234	

7. Setting up the Mail Server

A. In the FaxFinder **Administration** screen, go to the **SMTP Configuration** fields.

Administration: SMTP Configuration			
Active Email Server	Primary SMTP Server ▼	FaxFinder Email Address	<input type="text"/>
SMTP Server Address	<input type="text"/>	SMTP Port	<input type="text" value="25"/>
SMTP Server User ID	<input type="text"/>	Retype SMTP Password	<input type="text"/>
SMTP Password	<input type="text"/>		
Backup SMTP Server	<input type="text"/>	Backup SMTP Port	<input type="text" value="25"/>
Backup SMTP User ID	<input type="text"/>	Retype Backup Password	<input type="text"/>
Backup SMTP Password	<input type="text"/>		
Email Size Limit	<input type="text" value="2000"/> K bytes		
Email Admin on Failed Fax	<input type="checkbox"/>		
Send Fax Email Receipt	<input type="checkbox"/>		
Include Fax Details	<input type="checkbox"/>		
Fax Output Format	TIFF ▼		
<input type="button" value="update"/>			

B. Fill in the network IP address of your mail server.

C. If needed, fill in SMTP Port values if different than 25 (which is the default value).

D. If needed by the SMTP Server, fill in the SMTP Server User ID and SMTP Password (which you will need to retype to confirm).

E. Unless you have compelling reasons for changing them, we suggest that you accept default values for the fields labeled “Email Size Limit,” “Send Fax Email Receipt,” “Include Fax Details,” and “Fax Output Format” (set to PDF).

F. Click **Update**.

G. At this point the FaxFinder will send the Administrator an email saying that the mail server address has been updated. If your Administrator does not receive such an email, see the **Troubleshooting** appendix, specifically item #2 “What if I don’t get an email when I set the mail server address?”

8. Configuring the FaxFinder’s Modems

Each of the FaxFinder’s modems can direct inbound faxes to client email addresses.

A. In the FaxFinder Server software, go to the **Modem Configuration** screen and enter the modem characteristics that your FaxFinder system needs this modem to have. The default values have been designed to work well in many situations.

B. Click on the **Modem** down arrow to choose the modem you want to configure. You can choose one or all the modems to configure.

C. Specify a **Country Code** that fits your location. The Country Code configures the modem to meet telecom requirements in the specified country.

D. Use the **Routing field to set the FaxFinder's operating mode.**

*For Manual Routing Mode, set the **Routing** field to "Pots Line."*

*For Automated Routing Mode, set the **Routing** field to "DTMF Digits," or, if a mode code for your PBX is listed in the drop-down box, select that mode code.*

The screenshot shows the 'Modem Configuration' dialog box with the following settings:

- Modem: POTS Modem 1
- Country Code: United States
- Answer On: 2 ring(s)
- Routing: Pots Line
- Routing Definition: [Empty] [Key Description](#)
- Max Baud Rate: 9600
- Tone Dial: off on
- Dial prefix: [Empty]
- Fax Debugging: off on
- Init String: [Empty]
- Max DTMF Digits: 4
- Fax ID: 5551234POTS1
- Error Correction: off on
- Smart Dial: off on
- Fax Direction: both inbound outbound

An 'update' button is located at the bottom left of the dialog.

E. Dial Prefix (or 'access digit'). When the FaxFinder is attached to an extension of a PBX or key phone system, an access digit is often required to 'get an outside line' (that is, to make a connection to the PSTN). Often a "9" or an "8" is used for this purpose. You can also add a comma (",") to insert a pause that may be required to receive dial tone for the outside line.

If needed, enter the access digit and optional comma in the "Dial prefix" field. Inform FaxFinder client users that they should not insert any access digits when entering fax numbers in the **FaxFinder Send Fax** screen or in their FaxFinder Address Books. Instead, client users should enter fax numbers the way they would dial the number from an ordinary residential phone line. Finally, *avoid any access digit combination that might predispose client users to make fax calls accidentally to 911 or any other official/emergency phone number.*

F. Fax Debugging. Leave this feature OFF. It is intended for use only by Multi-Tech Tech Support.

G. Init String. Set only if modem is in situation that requires an AT command to be inserted after each use.

H. Set the Max DTMF Digits field per the requirements of the PBX with which the FaxFinder will interface (if applicable).

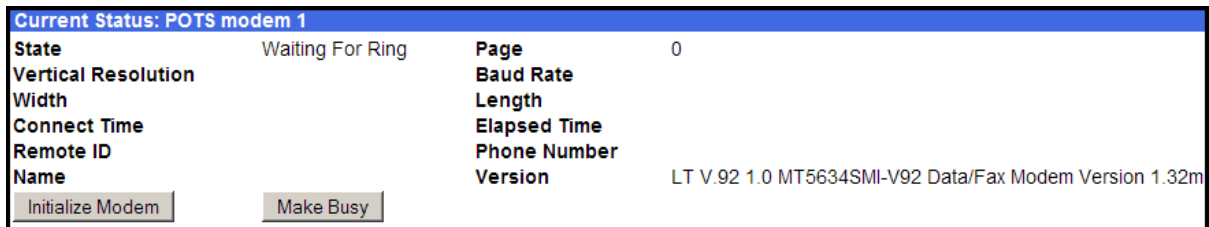
I. Fax ID. The value entered in the "Fax ID" field will appear in the fax log printed by the sender's fax machine and, typically, will be printed at the top of each page of the transmitted fax.

*In Automated Routing Mode (where the **Routing** field is set to "DTMF Digits" or a 'mode code' option for a particular PBX brand), the Fax ID is typically the PBX fax extension number of the FaxFinder Administrator or the number of the phone line to which the FaxFinder is connected.*

*In Manual Routing Mode (where the **Routing** field is set to "Pots Line"), the Fax ID is typically the number of the phone line to which the FaxFinder is connected.*

In either mode, an organizational identifier, like the company name, might be used as the Fax ID instead of any fax number.

- J. Smart Dial.** When Smart Dial mode is ON, the FaxFinder will look for a dial tone before dialing. If, under normal circumstances, no dial tone is presented to the FaxFinder, then set Smart Dial to OFF. When Smart Dial is OFF, the FaxFinder modem will seize the phone line and dial after a 3-second pause whether a dial tone is present or not.
Hint: If 'no dial tone' messages appear consistently, set Smart Dial to OFF.
- K. Fax Direction.** Set the direction of fax traffic flow for this modem (outbound, inbound, or both).
- L. Other parameters.** For the parameters **Answer On**, **Max Baud Rate**, and **Tone Dial**, use default values unless characteristics of your system warrant otherwise.
- M. Implement the Configuration Changes.** Click **Update** to apply the changes to Modem 1 only. Click **Update All Modems** to apply this same configuration to all of the FaxFinder's modems.
- N. Click on Current Status.** Watch the **Current Status: POTS Modem 1** portion of the screen. The "State" of the POTS Modem should be "Waiting for Ring."
- O. Test Call - for Automated Routing Mode** (where *Routing* field is set either to "DTMF Digits" or to the mode code of a specified brand/model of PBX). From an ordinary POTS phone, dial one of the PBX phone numbers used for incoming faxes in the FaxFinder system. Dial the PBX phone number as you would from an outside line (it will not work to dial the number as if it were an ordinary 3- or 4-digit extension).
- P. Test Call - for Manual Routing Mode** (where the *Routing* field is set to "Pots Line"). From a different POTS phone, dial the number of the phone line to which the FaxFinder is attached.
- Q.** In the **Current Status: POTS Modem 1** screen, the "State" field should change to "Waiting For Ring." On the phone, you should hear modem dialup/negotiation tones.



- R.** If you both observe the "Waiting For Ring" state and hear the tones, then the FaxFinder's Modem has been configured properly.
If either of these is absent, see "What if the FaxFinder doesn't answer a fax call?" in the *Troubleshooting* section
- S.** Repeat steps **8B** through **8R** for each of the FaxFinder's modems (twice for the FF220; four times for the FF420; and eight times for the FF820). **Shortcut:** If you want to configure all of the modems in you FaxFinder identically, you can select the **Update All Modems** option from the drop down menu.

9. Changing Administrator Server Password

- A. In the **Password Administration** screen, enter a new Password for the FaxFinder Administrator (something other than “admin”). This password is to be used in that person’s capacity as administrator. Then re-enter the password in the “Confirm Password” field. Passwords can be as short as 1 character, as long as 40 characters, and are case-sensitive.

Notes: 1. Changes to any “User ID” must be done in the **Phone Book** screen.

2. As a default, the FaxFinder software automatically assigns as a password a string that is identical to the ‘User ID’ string.

- B. Click on **Update** for this row. The **Login** screen will appear.

Home Login Fax Log Current Status Logout Administration Phone Book Modem Config Passwords Shared Resources				
Password Administration: Displaying Records 1 - 6 of 6				
Name	User ID	Password	Confirm Password	Update
Pat-Admin	admin	•••••	•••••	<input type="button" value="Update"/>
Pat Murphy	patm	••••	••••	<input type="button" value="Update"/>

10. Specifying Administrator’s Client Password

- A. In the **Password Administration** screen, enter a new Password for the FaxFinder Administrator to be used for sending in that person’s capacity as client/user of the FaxFinder system. Then re-enter the password in the “Confirm Password” field. Passwords must be at least 1 character in length, can be as long as 40 characters, and are case-sensitive.

Notes: 1. Changes to any “User ID” must be done in the **Phone Book** screen.

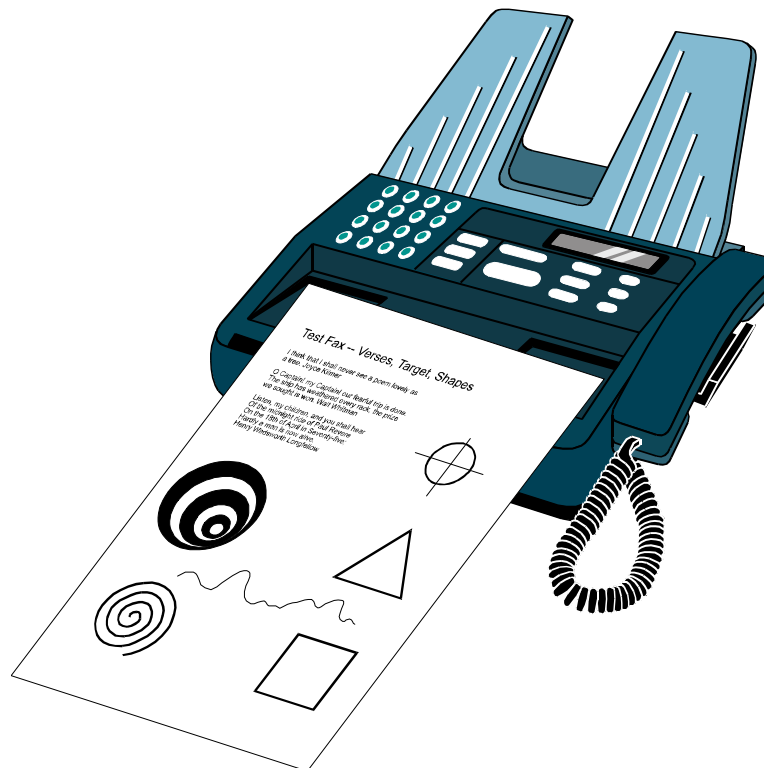
2. As a default, the FaxFinder software automatically assigns as a password a string that is identical to the ‘User ID’ string.

- B. Click on **Update** for this row.

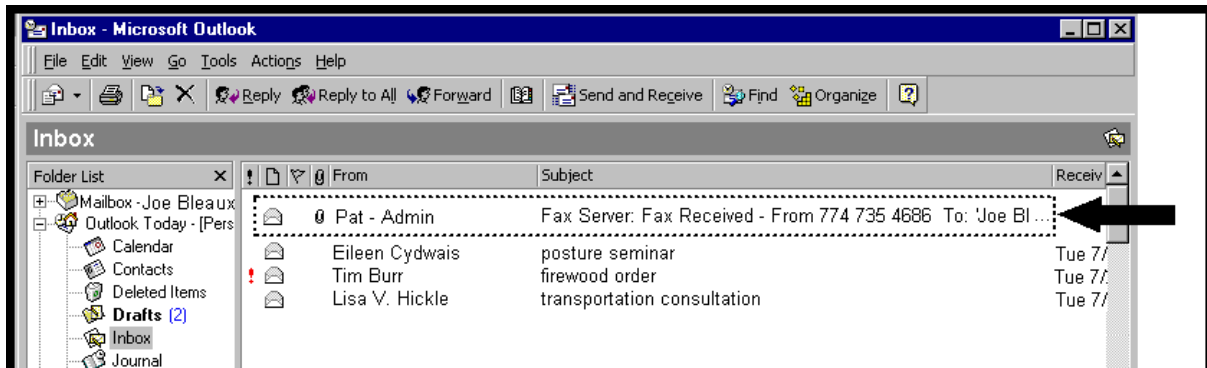
Home Login Fax Log Current Status Logout Administration Phone Book Modem Config Passwords Shared Resources				
Password Administration: Displaying Records 1 - 6 of 6				
Name	User ID	Password	Confirm Password	Update
Pat-Admin	admin	•••••	•••••	<input type="button" value="Update"/>
Pat Murphy	patm	••••	••••	<input type="button" value="Update"/>

11. Sending Test Fax from Fax Machine to FaxFinder

- A. Using a conventional fax machine, send a fax to the fax number established for the FaxFinder Administrator.



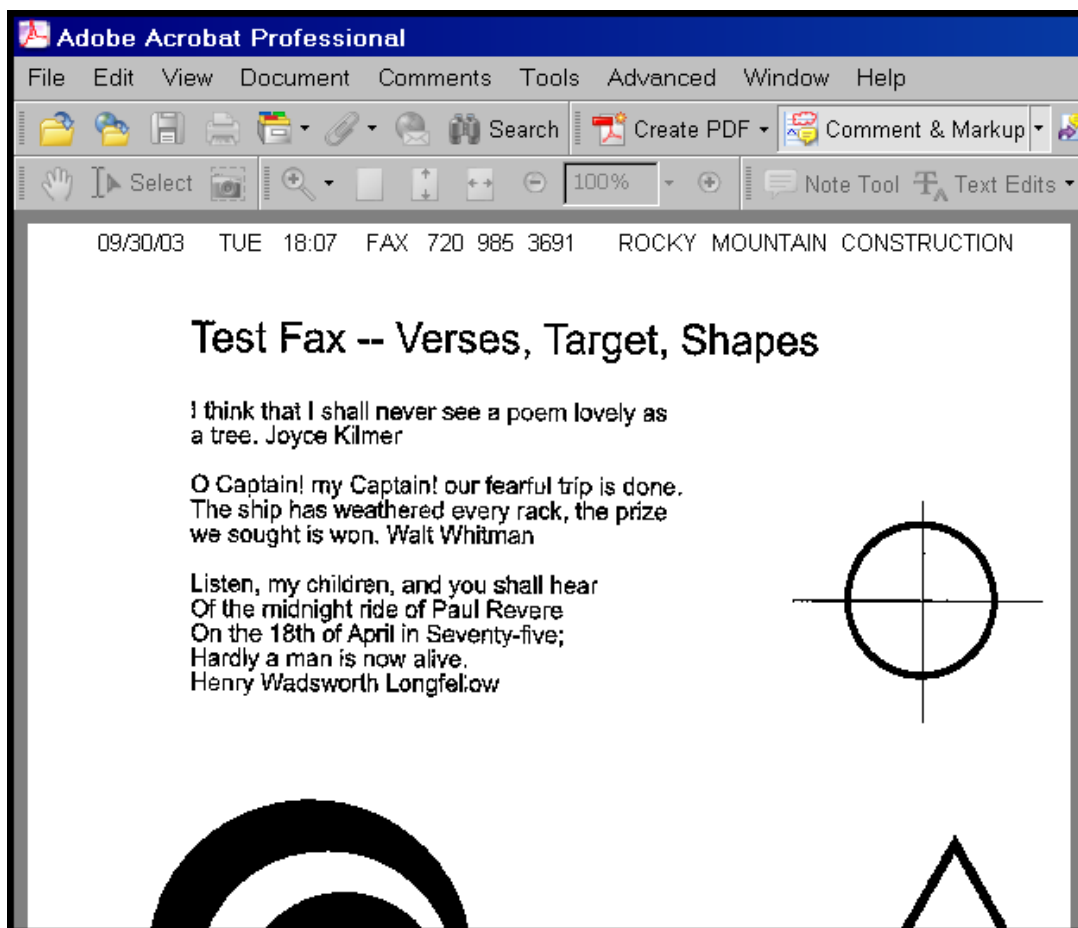
- B. Verify that the fax message sent reaches the email inbox of the administrator.



Watch the **Current Status: System** portion of the FaxFinder Server Administration screen to see when or if the FaxFinder sends the email. If the email was sent successfully, the “Pending” field will be “0” (zero) and the “Email Status” field will indicate “No Errors.”

If the email does not appear within 5 minutes, see “Chapter 9: Troubleshooting,” specifically “What if I don’t get the email to me of the test fax that I sent?”

- C. Verify also that you can open the fax in a PDF viewer program on your computer. The PDF viewer could be any commercial viewer or any open source PDF viewer. You can also choose to have your fax messages delivered as TIF files. The TIFF viewer program you use could be either the Multi-Tech Tiff Viewer or a graphic file viewer included with or installed in your PC. (The Multi-Tech Tiff viewer is included on the Product CD and installed with other client programs. During installation, you can choose to associate all Tiff files with the Multi-Tech Tiff Viewer or with another program.) In your email program, double-click on the file attached to the email message. The PDF or Tiff viewer program will come up automatically displaying the fax file.



12. Adding Client-Users to the Phone Book

A. In the **Phone Book** screen just below the entries for the FaxFinder administrator, make entries for the other persons in your office who will send and receive faxes through the FaxFinder. For each such FaxFinder client/user, enter the name, user ID, and email address in the appropriate fields.

In Automated Routing Mode, enter, in the **Ext** column, the PBX extension assigned to each client user.

In Manual Routing Mode, leave the **Ext** field blank; all incoming faxes will go to the 'Attendant' (the user specified in the Phone Book's "Pots Mode *n*" field) who will distribute them by email.

In Manual Routing Mode, even though received faxes are routed to client users by an attendant, those client users must still be entered in the Phone Book in order to use the FaxFinder to *send* faxes.

B. Click on **Add** to create a new row and enter each client user. Ensure that you click on the Update button after each row before editing the next one. The message "Success: [name] was updated" will appear above the Phone Book list.

Alternative (and quicker) methods for populating the Phone Book are:

- CVS importation using the Device Manager software
- Synchronization of the Phone Book with another FaxFinder using the Device Manager software
- Restoration of an entire saved configuration file from the same model of FaxFinder
- Restoration of a user phone book from a different model of FaxFinder

Success: Pots Line 4 was updated

Phone Book: Displaying Records 1 - 6 of 6				
Name	User ID	Email Address	Ext #	Function
Pat-Admin	admin	pat@acme99.com		Update
Pots Line 1		Art-acctg@acme99.com		Update
Pots Line 2		Sue-sales@acme99.com		Update
Pots Line 3		Dee-cust@acme99.com		Update
Pots Line 4		Ray-rep@acme99.com		Update
Pat Murphy	patm	patm@acme99.com	1234	Update Delete
				add

Chapter 3 – FaxFinder Server Software Screens

Introduction

In this chapter, we present the screens of the FaxFinder server software. We describe each field in each screen and some of the command buttons. (We do not describe command buttons that have functions that would be readily understood by users of Windows software. Examples of such self-evident functions include buttons like “OK,” “Cancel,” “Next,” etc.)

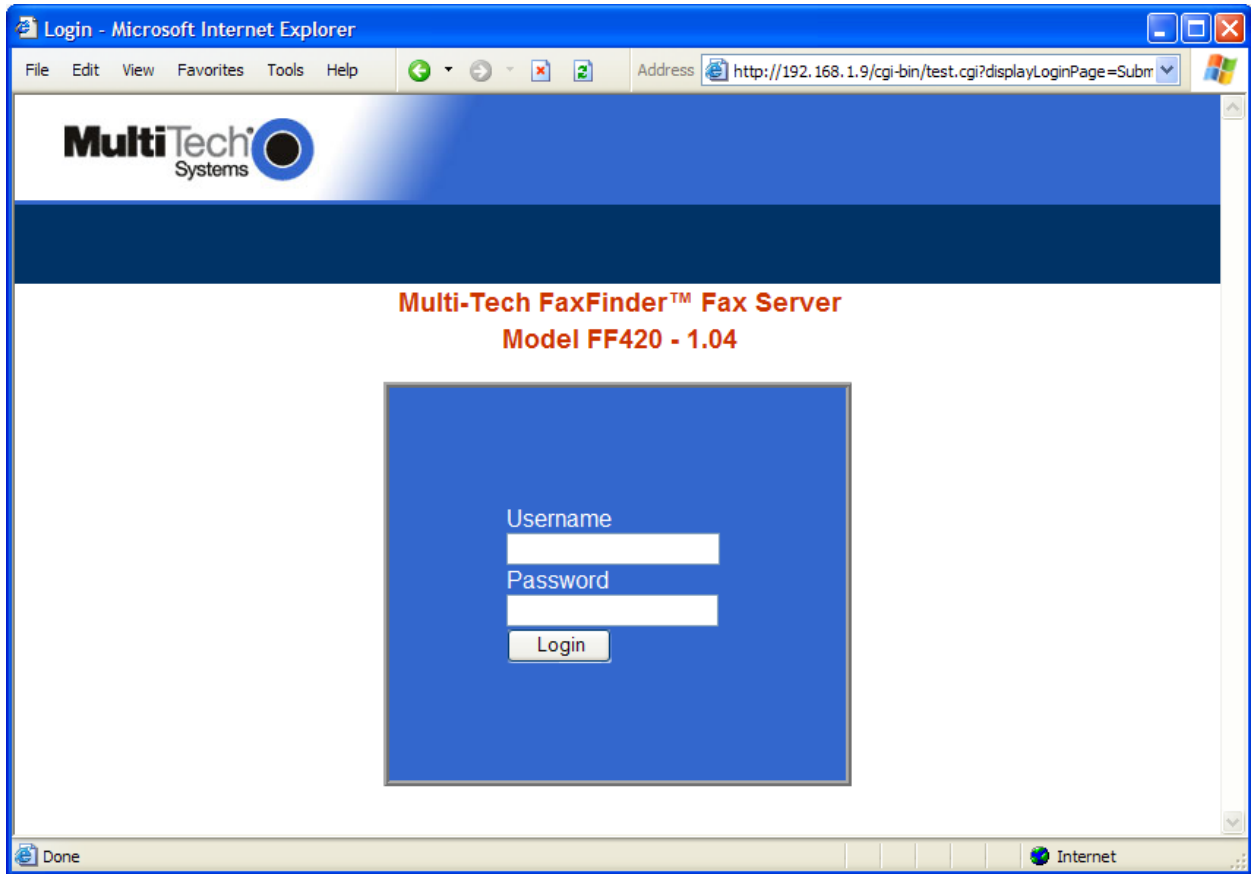
Home Screen

The FaxFinder **Home** screen offers access to all other FaxFinder software screens.



Login Screen

The FaxFinder Server **Login** screen is the primary security device for the Server software.



The FaxFinder has a default setting that allows use of “admin” as both the User Name and the Password at initial startup. After you have begun configuring your FaxFinder fax server system, you should change the password in the **Password Administration** screen described later in this chapter.

Fax Log Screen

Log Parameters						
Email Log Threshold	<input type="text" value="10"/>	Entries	Log History	<input type="text" value="40"/>	Entries	
<input type="button" value="Save Changes"/>	<input type="button" value="Send Log Now"/>		<input type="button" value="Delete Log"/>			
Fax Log: Displaying Records 1 - 10 of 10						
Time	Name	Remote ID	Result	Send Receive	Pages	Details
03/12/2008 01:07:47 PM	POTS Line1(RING)	INTRNTNL_R&D	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 01:01:25 PM	POTS Line3(RING)	POTS modem 1	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 01:01:23 PM	Jeramie Ray	POTS modem 3	pass	send	1	<input type="button" value="Details"/>
03/12/2008 12:55:14 PM	POTS Line1(RING)	INTRNTNL_R&D	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 12:49:54 PM	POTS Line1(RING)	POTS modem 3	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 12:49:51 PM	Jeramie Ray	POTS modem 1	pass	send	1	<input type="button" value="Details"/>
03/12/2008 12:46:51 PM	POTS Line1(RING)	INTRNTNL_R&D	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 12:42:35 PM	POTS Line3(RING)	INTRNTNL_R&D	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 12:32:15 PM	POTS Line3(RING)	POTS modem 1	pass	receive	1	<input type="button" value="Details"/>
03/12/2008 12:32:12 PM	Jeramie Ray	POTS modem 3	pass	send	1	<input type="button" value="Details"/>

Sorting Function. You can sort the entries of this screen by doing a mouse-over on the name/identifier of any column that has variable entries. After you click on the column name, the entries will be re-sorted by that column's parameter in ascending alphabetical or numerical order.

Fax Log Screen Field Definitions		
Log Parameters	Values	Description
Email Log Threshold	numeric	The total number of sent and received faxes required to cause a log report to be sent to the FaxFinder Administrator. Log reports are sent to the administrator by email. If you do not want fax logs emailed to the Administrator, set this threshold to 0.
Log History	numeric	The total number of fax transmissions (including faxes sent and received) listed in a log report. The number of fax transmissions described in the fax log can differ from the number that triggers the sending of the log report.
Command Buttons	--	Description
Save Changes		If you change the values of the "Email Log Threshold" field and/or the "Log History" field, you must click on this button to make those changes take effect.
Send Log Now		Clicking on this button will cause a fax log to be emailed immediately to the FaxFinder administrator (or other designated recipient).
Delete Log		Clicking on this button will remove all fax transmission entries from the Fax Log screen.
Time	mm/dd/yyyy	Time that fax was sent or received.
Name	alphanumeric	Client party sending or receiving fax.
Remote ID	phone number	Fax number of remote party in fax transmission.
Result	pass/fail	Indicates whether fax transmission passed or failed.
Send/Receive	send, receive	Indicates if FaxFinder client is the sender or receiver.
Pages	numeric	Indicates number of pages in fax transmission.
Details (button)	--	Click to access the "Fax Details" screen.

Fax Details Screen

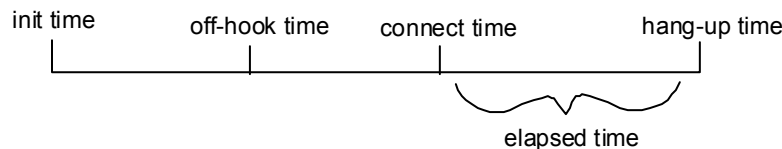
The Fax Details screen is a secondary screen accessible from the **Fax Log** screen. It presents detailed technical information about a fax selected in the Fax Log screen.

Fax Details		
Name: John Schlief	Remote ID: "8509380750"	Status: pass
Fax Direction: (receive)	Number of Pages: 1	Elapsed time: 19 Seconds
Fax number: 2427	Total Bytes: 18181	Email Attachments: 1
Init Time: 02/02/2004 01:49:32	OffHook Time: 02/02/2004 01:49:47	Connect Time: 02/02/2004 01:49:59
Resolution: Standard	Width: 1728	Height: Variable
Baud Rate: 14400	Data Compression: mh	Error Correction: on
Scan Line Time: 0	Modem Port: 4	

Fax Details Screen Field Definitions		
Field	Values	Description
Name	alphanumeric	Name of local client participating in fax transmission (sending or receiving).
Fax Direction	send or receive	Indicates which side of fax transmission the client is on (sending or receiving).
Fax Number	nnnn	Phone number at which client receives in fax transmissions.
Init Time	mm/dd/yyyy hh:mm:ss	Time at which the FaxFinder modem was initiated for this fax transmission (receive or send).
Resolution	standard, fine	Coarseness or fineness of the fax image. Standard = 92x204 dpi. Fine = 196x204 dpi.
Baud Rate	2400, 4800, 7200, 9600, 12000, 14400, 16800, 19200, 21600, 24000, 26400, 28800, 31200, 33600 bps	The data transmission speed in bits per second at which the current fax transmission is occurring.
Scan Line Time	0, 5, 10, 20, 40 milliseconds	The minimum duration of each line of the fax. For non-error-corrected faxes, this prevents data loss on the receiving fax machine by adding buffer time at the end of lines. 0 means no extra data
Remote ID	numeric (fax number) or alphanumeric	Typically, this is the fax number of remote party involved in the fax transmission (this could be fax sender or recipient). Remote ID could also simply be an alphanumeric string.
Number of Pages	alphanumeric	Number of pages included in fax transmission.
Total Bytes	numeric	Number of bytes in fax transmission.

Fax Details Screen Field Definitions		
Field	Values	Description
Off-Hook Time	mm/dd/yyyy hh:mm:ss	The time at which the modem went off-hook for the fax transmission.
Width	numeric (in pixels)	Width of fax. This is typically 1728 pixels.
Data Compression	mh, mr, mmr	Data Compression reduces the fax data stream taking advantage of the fact that most documents have commonly-used runs of black and white horizontally and the fact that most documents differ very little from one scanned line to the next. MH is a one-dimensional compression along the horizontal axis. MR is a combination of one-dimensional compression and compression of differences between lines (two-dimensional compression). Error Correction is not required if MH or MR compression is used. MMR is two-dimensional compression only and requires error correction. MH = modified Huffman, MR = modified READ, MMR = modified modified READ Default = MH.
Modem Port	1 – 8 (FF820) 1 – 4 (FF420) 1 – 2 (FF220) 1 (FF120)	Indicates the modem on which the fax transmission occurred.
Status	pass/fail	Indicates whether the current fax has been transmitted successfully or not.
Elapsed time	(in seconds)	Indicates the duration of the current fax transmission.
Email Attachments	numeric	Indicates the number of email attachments into which an incoming fax was divided.
Connect Time	mm/dd/yyyy hh:mm:ss	Indicates the time at which the connection for the current fax began.
Height:	Letter, Legal, Variable	Height of fax expressed in common page sizes (Letter = 8.5" x 11"; Legal = 8.5" x 14")
Error Correction:	on, off	Indicates whether the function to detect and right faulty data is on or off.

FaxFinder timeline with "Elapsed Time" marked.



Current Status Screen

The screenshot shows the MultiTech Systems web interface. At the top, there is a navigation menu with links: Home, Login, Fax Log, Current Status, Logout, Administration, Phone Book, Modem Config, Passwords, and Shared Resources. The main content area is divided into two sections:

Current Status: System

Current Time	02/06/2008 08:51:34 AM	Up Time	23h:13m
Pending Messages	0	Email Status	No Errors
Email To:	did01@multitech.com		
Subject:	Fax Server: (192.168.52.236) is online - version 1.03D3		
Time Server Status	No Errors		

Current Status: POTS modem 1

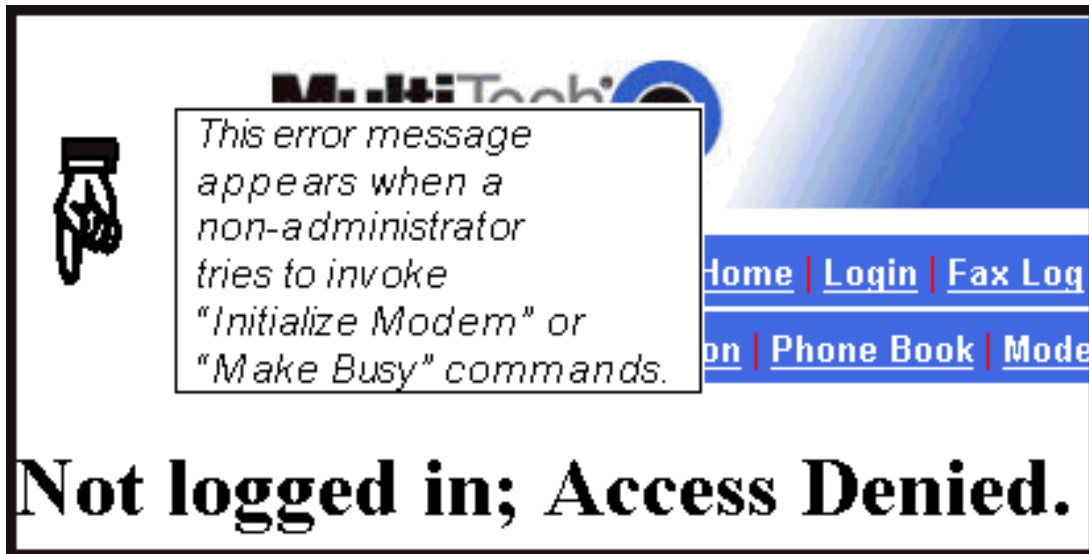
State	Waiting For Ring	Page	0
Vertical Resolution		Baud Rate	
Width		Length	
Connect Time		Elapsed Time	
Remote ID		Phone Number	
Name		Version	LT V.92 1.0 MT5634SML-V92 Data/Fax Modem Version 1.32m

At the bottom of the POTS modem section, there are two buttons: "Initialize Modem" and "Make Busy".

Current Status Screen Field Definitions		
Field Name	Values	Description
System fields group		
Current Time	weekday, mo, dd hh:mm:ss yyyy	The present time of day.
Pending Msgs	numeric	Emails that have arrived in the FaxFinder Server that have not yet been conveyed to clients. These include faxes received from remote senders and administrative emails of several kinds: fax log messages, debug log messages, send-fax error messages, mail server change notification message (relating to the "SMTP Server Address" field of Administration screen), reboot message indicating that the FaxFinder is online.
Email To:	a@b.c	Email recipient of latest fax message (either the last message sent or, if a message is pending, that pending message).
Subject:	alphanumeric	Subject line of email version of pending/last fax message.
Time Server Status	Initializing, No Errors, SNTP Error: <i>type</i>	The FaxFinder synchronizes its fax time stamps to an Internet source, usually a government standards site. It will attempt contact with the standards web site 5 times in 20 seconds. If contact fails, it will try 5 times again 5 minutes later. If contact succeeds, the FaxFinder will update its stamping time periodically per an interval set in the Administration screen.

Current Status Screen Field Definitions (cont'd)		
Field Name	Values	Description
System fields group		
Up Time	x days yy hours: zz minutes	Operation time since last reboot.
Email Status	No Errors, Bad MailServer Address, Mail Server Connect Failed, SMTP Invalid Response, SMTP Client Timeout	Indicates whether the FaxFinder's email transmissions, both faxes and administrative messages, are proceeding with or without errors.
POTS Modem <i>n</i> fields group		
State	Waiting for Ring, Initializing Modem, Waiting for Connect, Negotiating, Receiving Page, Postpage Processing, Processing, Busied Out	Indicates the modem's current operating condition.
Vertical Resolution	standard, fine	Horizontal resolution is 204 bpi. Vertical resolution can be either 98 bpi (standard) or 196 bpi (fine).
Width	numeric, in pixels	Width of received fax.
Connect Time	mm/dd/yyyy, hh:mm:ss	For the current fax, the date and time at which the connection began.
Remote ID	numeric (phone number) or alphanumeric	The fax number or other identifier for the off-premises fax machine (sender or receiver) involved with this fax transmission.
Name	alphanumeric	Identifier or description for the off-premises fax machine (sender or receiver) involved with this fax transmission.
Version	alphanumeric	FaxFinder modem version in use.
Page	numeric	For the current fax, this indicates the page number currently being received. "0" indicates that no fax is currently being sent or received.
Baud Rate	2400, 4800, 7200, 9600, 12000, 14400, 16800, 19200, 21600, 24000, 26400, 28800, 31200, 33600 bps	The data transmission speed in bits per second at which the current fax transmission is occurring.
Length	letter, legal, or variable	Length, in paper size, of the received fax.
Elapsed Time	numeric	The duration of the current fax transmission in seconds.
Phone Number	numeric	The fax number of the off-premises fax machine (sender or receiver) involved with this fax transmission.
Initialize Modem (button)		Initializes the modem, clearing a busied-out state. This can only be done by a user with administrative rights.
Make Busy (button)		Imposes a busied state on the modem. This can only be done by a user with administrative rights.

The “Initialize Modem” and “Make Busy” button commands can be legitimately invoked only by a user with administrative rights. If a non-administrator clicks on either of these buttons, that party will be logged out of the FaxFinder Server program and the following error message will appear.



Logout Option

When you click on Logout in the FaxFinder **Home** screen, you will be logged out of the FaxFinder Server software. The **Login** screen will appear to allow access to re-enter the program.

Administration Screen

Administration: IP Configuration			
IP Address	<input type="text" value="192.168.52.252"/>	Hostname	<input type="text" value="FF820"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>	Default Gateway	<input type="text" value="192.168.52.1"/>
Name Server	<input type="text" value="192.168.11.251"/>	Secondary Name Server	<input type="text"/>
<input type="button" value="update"/>			
Administration: SMTP Configuration			
Active Email Server	<input type="text" value="Primary SMTP Server"/>	FaxFinder Email Address	<input type="text"/>
SMTP Server Address	<input type="text" value="mail.multitech.com"/>	SMTP Port	<input type="text" value="25"/>
SMTP Server User ID	<input type="text"/>		
SMTP Password	<input type="text"/>	Retype SMTP Password	<input type="text"/>
Backup SMTP Server	<input type="text"/>	Backup SMTP Port	<input type="text" value="25"/>
Backup SMTP User ID	<input type="text"/>		
Backup SMTP Password	<input type="text"/>	Retype Backup Password	<input type="text"/>
Email Size Limit	<input type="text" value="2000"/> K bytes		
Email Admin on Failed Fax	<input checked="" type="checkbox"/>		
Send Fax Email Receipt	<input type="checkbox"/>		
Include Fax Details	<input checked="" type="checkbox"/>		
Fax Output Format	<input type="text" value="PDF"/>		
<input type="button" value="update"/>			
Administration: Time Configuration			
Time Server	<input type="text" value="none"/>		
Add Time Server	<input type="text"/>		
Request Interval	Days <input type="text" value="0"/>	Hours <input type="text" value="24"/>	Minutes <input type="text" value="0"/>
Use Daylight Savings Time (DST)	<input type="checkbox"/>		
Time Zone	<input type="text" value="(GMT-06:00) Central Standard Time (US & Canada)"/>		
Date Format	<input type="text" value="mm/dd/yyyy"/>		
Time Format	<input type="text" value="12 hour"/>		
Time (24 hr) hh:mm:ss	<input type="text" value="14:21:23"/>		
Date mm/dd/yyyy	<input type="text" value="03/17/2008"/>		
<input type="button" value="update"/>			
Administration: Reboot Unit			
<input type="button" value="reboot"/>			

Administration Screen Field Definitions		
Field Name	Values	Description
IP Configuration Fields		
IP Address	n.n.n.n for n = 0-255	The IP address of the fax server.
Subnet Mask	n.n.n.n for n = 0-255	This subnet mask is the subnet for the network to which the fax server is connected. A subnet mask is used in conjunction with the IP address to determine if a data destination is on the same immediate network or not (in the case of networks made of hubs and ethernet cards). The default value, often used, is 255.255.255.0.
Name Server	n.n.n.n for n = 0-255	The IP address of a local DNS server.
Host name	alphanumeric	Supplies a fully qualified domain name (fqdn) for the FaxFinder Server when it accesses an email server to send email. Some email servers require an fqdn on the EHLO command at the beginning of the SMTP email communication. The model name of the FaxFinder is the default. Also see the SMTP Configuration section on setting an email address for the FaxFinder.
Default Gateway Name	n.n.n.n for n = 0-255	Address used to route data out of the immediate network.
Secondary Name Server	n.n.n.n for n = 0-255	The IP address of a backup DNS server, which is typically at a separate location. A "Secondary Name Server" may be considered optional, but, in any case, do not leave any invalid value in this field.
Update (button)		Click on this button to make changes to IP Configuration fields take effect.
SMTP Configuration Fields		
Active Email Server	Primary -or- Backup SMTP Server	The active server will be automatically switched to the backup email server if an error occurs when an attempt is made to send an email. The active server will toggle between primary and backup servers depending on errors during email transmissions.
FaxFinder Email Address	n.n.n.n for n = 0-255	This field is used to set the 'From' email address on emails sent by the FaxFinder. If the field is left blank, the email address of the administrator is used. This field can also be set to a no_reply@yoursite.com email address to prevent recipients of an email from replying directly to the administrator. This field along with the hostname field in IP Configuration can be used to identify emails as coming from the FaxFinder, instead of the Administrator email account. See the IP Configuration Hostname section for setting the hostname along with this field for sending email from the FaxFinder.
SMTP Server Address	n.n.n.n for n = 0-255	Domain name or IP address for mail server (SMTP must be supported on mail server).
SMTP Port	0 – 65535 (default: 25)	The IP port on which the SMTP server is listening.

Administration Screen Field Definitions (continued)		
Field Name	Values	Description
SMTP Configuration Fields		
SMTP Server User ID	alphanumeric	Identifier used by FaxFinder when interfacing with mail server. FaxFinder uses mail server to send call reports to administrator. Some email servers require authentication when accessed for this purpose. To satisfy this authentication requirement (where needed), a User ID must be specified for the FaxFinder unit. Leave this field blank if authentication is not needed.
SMTP Password	alphanumeric	Password used by FaxFinder unit when accessing mail server. Leave this field blank if authentication is not needed.
Retype SMTP Password	alphanumeric	Reiteration of above password.
Backup SMTP Server	n.n.n.n	The Backup SMTP Server can be set up to send received faxes to users, if the primary email server is interrupted. The Active Email Server drop down shows the email server which will be used to send email. If an email attempt fails, the FaxFinder re-queues the message and automatically switches to the server that is not currently active. This provides a way to ensure received faxes are sent when the primary email service is interrupted.
Backup User ID	alphanumeric	Log in ID for the backup server.
Backup SMTP Port	0 – 65535 (default: 24)	IP port on which the backup SMTP server is listening.
Backup SMTP Password	alphanumeric	Password for access to the backup server.
Retype Backup Password	alphanumeric	Reiteration of above password.
Email Size Limit	100 - 192000 in kilobytes	This is the maximum size limit that the FaxFinder will accept for incoming fax messages. Set this to match any limits that your email server may have on attachments.
Email Admin on Failed Fax	Y/N	Sends an email to Admin address for each failed fax.
Send Fax Email Receipt	Y/N	When selected, email confirmation notice is sent attesting that the fax message sent by the FaxFinder client user has been transmitted with no errors to the remote fax machine.
Include Fax Details	Y/N	Determines whether, for received faxes, the technical characteristics of that particular fax are included in the email message. (These details are those listed in the Fax Details screen that is accessible as a secondary screen from the Fax Log screen).
Fax Output Format	PDF (default) or TIF	Determines whether the fax message becomes a PDF attachment or TIF attachment. TIF attachments can be forwarded or added to a list of multiple documents to be faxed whereas PDF attachments cannot.
Update (button)	Click on this button to have changes to SMTP Configuration take effect.	

Administration Screen Field Definitions (continued)		
Field Name	Values	Description
Time Configuration Fields		
Time Server	URL	A real time clock has been enabled on the FaxFinder Server which can eliminate the need to use an external time server to get the Time of Day. To set the real time clock: Set the current time in 24-hour format in the Time (24 hr) hh:mm:ss field. Set the current date in the Date mm/dd/yy field. Select none for the Time Server. Click update and the real time clock will be set using this information. The time of day is preserved across power cycles of the Server. If you use an external time server, the real time clock will be set in response to time retrieved from the external time server.
Add Time Server	URL	Used to add a user-supplied time server.
Request Interval		This value (to be set by user) indicates how often the FaxFinder will update its clock from the Time Server.
Use Daylight Savings Time (DST)	Y/N	Adjust clock setting to coincide with Daylight Savings.
Time Zone	alphanumeric	Indicates the time zone in which the FaxFinder server is located.
Date Format	mm/dd/yyyy -or- dd/mm/yyyy -or- yyyy/mm/dd	The date can be set to one of three orders, where mm is the month, dd is the day of the month, and yyyy is the year.
Time Format	12-hour or 24-hour	Indicates whether time is presented in a 12-hour scheme with an am/pm designation or in a 24-hour scheme.
Time (24hr)	hh:mm:ss	Display current time in 24-hour format. This can be used to set the time for the real time clock.
Update (button)	Click on this button to make changes to Time Configuration settings take effect.	
Reset Unit fields		
Reset button	Click on this button to re-boot the server.	

Phone Book Screen

The **Phone Book** screen maps the PBX extension phone numbers of clients to their respective email inbox addresses at which they will receive incoming faxes as viewable drawing files.

Phone Book: Displaying Records 1 - 8 of 8				
Name	User ID	Email Address	Ext #	Function
Administrator	admin	administrator@multitech.com		<input type="button" value="Update"/>
POTS 1		pots1@multitech.com		<input type="button" value="Update"/>
POTS 2		pots2@multitech.com		<input type="button" value="Update"/>
POTS 3		pots3@multitech.com		<input type="button" value="Update"/>
POTS 4		pots4@multitech.com		<input type="button" value="Update"/>
John Doe	jdoe	jdoe@multitech.com	<input type="text" value="1234"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
Jane Doe	janedoe	janedoe@multitech.com	<input type="text" value="4321"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
outbound fax	fax	administrator@multitech.com	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Delete"/>
			<input type="text"/>	<input type="button" value="add"/>

Sorting Function. You can sort the entries of this screen by clicking on the column name; the entries will be re-sorted by that column's parameter in ascending alphabetical or numerical order.

Phone Book Screen Field Definitions		
Field Name	Values	Description
Name	alphanumeric	For each client entry, this column shows the client's name.
User ID	alphanumeric	For each client entry, this column lists an additional one-word identifier for each client that is typically shorter than the client's name. Often this consists of initials, first name only, first initial plus last name, etc. The "User ID" field of the FaxFinder Server Phone Book corresponds to the "Username" field of the FaxFinder Fax Client Software (see "Add FaxFinder Address" screen).
Email Address	alphanumeric in email name format	For each client entry, this column shows the client's email address.
Ext #	numeric	For each client entry, this column shows the client's PBX extension phone number. This is the directory number for incoming faxes only. You can use this field to direct faxes to multiple client-users even though the fax itself was originally directed to only one client-user. By entering <i><extensionA></i> , <i><extensionF></i> in this field, the client-user of extensionA will also receive all faxes sent to extensionF. By entering <i><extensionA>-<extensionC></i> in this field, the client-users of extensions A, B, and C will all receive faxes sent to any of them. By entering <i><extensionA></i> , * in this field, the client-user of extensionA will receive all faxes sent to all extensions in the Phone Book. Also, you can assign the same extension number to two client-users. Both will receive faxes sent to that extension number.
Function	Buttons for Update, Delete, and Add functions	For each client entry, this column presents functions that can be invoked upon the entry.
Delete button	--	Use to remove a client user from the Phone Book.
Admin row	--	The party whose email address is entered here has extensive special rights to configure the FaxFinder client and server software. The faxes in email form received by FaxFinder client users will be shown as coming from the party having the name and email address listed in the Admin row. The FaxFinder administrator also receives fax logs every <i>n</i> faxes (where <i>n</i> can be set as needed). The first row is <i>always</i> for the "Administrator" function. No matter what values are used for the Name, User ID and Email Address fields of this row, it still applies to the person doing the Administrator function for the FaxFinder system.

Phone Book Screen Field Definitions (cont'd)		
Field Name	Values	Description
Pots Line <i>n</i> rows		<p>Each row in a group of rows immediately following the Administrator row corresponds to one of the FaxFinder's modems. There is one such row for the FF120. There are two such rows for the FF220, four for the FF420, and eight for the FF820. These rows function differently in Manual Routing Mode than in Automated Routing Mode.</p> <p><i>Automated Routing Mode</i> (where the Routing field of the Modem Configuration screen is set to "DTMF Digits" or set to a PBX-specific mode code). The POTS Line <i>n</i> 'attendant' will receive all emails that are undeliverable to any end-user on the FaxFinder system. In such cases, it is probably advisable to have the same attendant for all <i>n</i> of the POTS modems.</p> <p><i>Manual Routing Mode.</i> Each row allows faxes to one of the modems to be directed to an assigned email address. The owner of that email address can then act as an attendant for the faxes received through that modem. This arrangement allows each of the FaxFinder's individual modems to serve a separate department of a company (or any convenient grouping of client users) through the assigned attendant.</p> <p>These rows can be renamed and need not always literally have Name field values of "POTS Line1," "POTS Line2," etc. Still, no matter what values are used for the Name and Email Address fields of these rows, they still serve the purpose of receiving faxes to unassigned numbers (for Automated Routing Mode) or they facilitate the 'fax attendant' function (for Manual Routing Mode). That is, you cannot enter the name and email address of ordinary fax users in these rows. These rows always serve a special purpose.</p>
User Update button		You must click this button after changing values on Phone Book entries in order to update the Phone Book.

Modem Configuration Screen

Modem Configuration	
Modem	POTS Modem 1
Country Code	UnitedStates
Answer On	2 ring(s)
Routing	Pots Line
Routing Definition	Key Description
Max Baud Rate	9600
Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Dial prefix	
Fax Debugging	<input type="radio"/> off <input checked="" type="radio"/> on
Init String	
	<input type="button" value="update"/>
Max DTMF Digits	4
Fax ID	5551234POTS1
Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on
Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound

Modem Configuration Screen Field Definitions		
Field Name	Values	Description
Modem	POTS Modem #, All	This field allows you to select one or all modems to change configuration.
Country Code	country names	Sets modem telephony parameters as required for the listed country.
Answer On	number of rings	This setting determines the number of rings after which an incoming fax call to the POTS modem will be answered. Default = 2.
Routing	Pots Line, DTMF Digits, Alcatel Mode Code, Siemens HiCom Mode Code, Avaya Mode Code, NEC Aspire Modem Code, Samsung Modem Code, User Defined	<p>The value chosen for this field determines whether the FaxFinder is in Manual Routing Mode (the "Pots Line" option) or Automated Routing Mode. If the FaxFinder is in Automated Routing Mode, this field also determines whether it is in generic Automated Routing Mode (the "DTMF Digits" option) or if a specific mode-code is used (mode codes are available for certain specific PBX models).</p> <p>If the FaxFinder is working in conjunction with any other PBX that supports convergent routing (that is, if the PBX allows calls to multiple extensions to be directed to a single Station Port), then select "DTMF Digits" for this field.</p> <p>When the value of the Routing field is anything other than "Pots Line," then the FaxFinder is said to be in "Automated Routing Mode."</p> <p>If the FaxFinder is either connected directly to a POTS phone line or is working in conjunction with a PBX that does not support convergent routing, then select "Pots Line" for this field. When the value of the Routing field is "Pots Line," the FaxFinder is said to be in "Manual Routing Mode."</p> <p>The <i>model-specific mode codes</i> are as follows:</p> <p>The "Avaya Mode Code" setting applies to Avaya PBXs in which a centralized voice-mail system (like <i>Merlin Messaging</i> or <i>Intuity Audix</i>) has been installed. FaxFinder supports such Avaya PBXs as <i>Magix</i>, <i>Definity</i>, <i>S8500</i>, and other models.</p> <p>The "Siemens HiCom Mode Code" setting applies to the model <i>300H</i> and other Siemens PBXs in which a centralized voice-mail system has been installed.</p> <p>The "Alcatel Mode Code" setting applies to the Alcatel model <i>Omni-PCX4400</i> PBX equipped with an inband DTMF protocol for connecting to voice-mail.</p> <p>Additional mode codes are available as listed.</p> <p>User Defined mode codes (Custom) are defined in the Key URL that displays the definitions of the special character sequence that can be used to create a custom mode code definition. The Key URL is displayed after the Routing Definition field when Routing is set to User Defined.</p>

Modem Configuration Screen Field Definitions (cont'd)		
Field Name	Values	Description
Routing Definition	Key link, Description link <i>-and-</i> Hide Key, Hide Description	<p>Many PBXs send a series of DTMF Tones to the Server when a call is being established. The Routing Definition field defines where the Extension number is in the series of tones. The Extension number is used by the FaxFinder Server to route the received fax to the appropriate email address.</p> <p>Routing Definition allows a User Defined setting for PBXs using DTMF routing that is not currently in the Routing field.</p> <p>The Key URL will display the definition of the special character sequence that can be used to create a custom mode code definition. The definition is used by the FaxFinder Server to extract the extension number from the DTFM tones sent to the PBX.</p> <p>Hide Key</p> <p>\$tn - number of Call Type chars \$cn - number of Calling Number chars \$xn - number of Extension digits \$in - number of Internal Code chars Fields can be separated by a delimiter char (i.e. #) ? look for Max DTMF Digits</p> <p>The Description URL will display how the FaxServer will interpret the custom definition.</p> <p>Routing Definition #t4#c5#x4#i2 Hide Description Delimiter is '#' Wait for 4 calling type chars then Wait for 5 calling number chars then Wait for 4 extension number chars then Wait for 2 internal code chars</p> <p>In an example of the Routing set for Avaya Mode Code, the Description in the Routing Definition is displayed as follows:</p> <p>Routing <input type="text" value="Avaya Mode Code"/> <input type="button" value="v"/> Routing Definition <input type="text" value="#t2#c4#x?"/> Key Description Hide Description Delimiter is '#' Wait for 2 calling type chars then Wait for 4 calling number chars then Wait for 4 extension number chars</p> <p>In the Description above, the # is used as a delimiter between sections of the custom routing definition. There are two calling type characters, followed by 4 calling number characters, followed by 4 DTMF extension digits. The ? tells the Server to use the definition of Max DTMF Digits for the number of extension digits. All fields are separated by a # tone field separator.</p>
Max Baud Rate	2400 – 33,600 bps	The value in this field determines the maximum baud rate used for fax calls on the POTS modem. Set at less than 33,600 bps only if there are problems with the phone line.
Tone Dial	on, off	Set this field to “on” if your POTS line supports tone (DTMF) dialing. Set this field to “off” if the POTS line supports rotary dialing only. Default = on.

“Modem Configuration: POTS Modem” Screen Field Definitions (cont’d)		
Field Name	Values	Description
Dial Prefix	Numeric string, 5 characters, max. Use of a comma is optional. The comma denotes a brief delay to establish dial tone for an outside line.	When the FaxFinder is used on a phone line in a PBX or key system, this is the digit that must be dialed to access an outside line (that is, a line on the PSTN rather than extensions of the PBX or key telephone system). The digit “9” is most frequently used. If “9” is specified in this field, clients will not need to include the “9” in the individual entries in their address books or when ‘Adding Recipients’ in the FaxFinder Send Fax screen. The FaxFinder administrator must inform clients as to whether they must include or omit the “9” when entering fax numbers.
Fax Debugging	on, off	This field allows you to turn on or off a fax debugging feature. When Fax Debugging is on, the FaxFinder produces detailed technical reports on failed faxes. Generally, this feature is for use by the user in conjunction with MultiTech tech support personnel. This feature helps to identify and clarify unusual or difficult problems that may occur.
Init String	in AT command format	In this field, the administrator can enter AT commands that the FaxFinder modem will implement each time the modem is initialized (between each fax call).
Update (button)		Click on this button to implement configuration changes on the FaxFinder modem. That is, after changing any fields in the Modem Configuration screen, you must click the Update button for those changes to be activated.
Update All Modems (button)		This button updates changes to all modems of the FaxFinder.
Max DTMF Digits	1-15	Indicates the maximum number of dual-tone multiple frequency phone-dialing digits that can be received by the FaxFinder in this system. Default = 4.
Fax ID	alphanumeric; 20 characters, max.	The value in this field will be printed at the top of each page of the transmitted fax. The value in this field is usually the phone number of the line to which the POTS modem is attached. However, any alphanumeric string up to 20 characters is allowed. Sometimes company names or abbreviations are included in this string. Some governments may require that the originating phone number be printed on each fax page. This field can be linked to the client software. The client-user can choose the value of this field for his/her Fax ID by going to File Options Identification Fax Header Local ID and selecting the value “Default (modem Fax ID).”

"Modem Configuration: POTS Modem" Screen Field Definitions (cont'd)		
Field Name	Values	Description
Error Correction	on, off	By setting Error Correction to "on," you are requesting that faxes be sent in an error-free condition, which can be achieved only if the remote fax machine with which you are communicating also supports Error Correction and has this feature enabled. The Error Correction feature slows down fax transmissions. If you are operating at speeds below 16,800 bps, you can set Error Correction "off" to achieve faster transmissions of faxes, although the quality of the fax transmissions may be compromised. However, if you have set the fax baud rate to 16,800 bps or higher, then error correction is automatically enabled. Default = on.
Smart Dial	on, off	If set to "on," the POTS modem will detect dial tones and busy signals. If 'no dial tone' messages appear consistently, the Smart Dial feature may be having difficulty detecting PBX dial tone. In such cases, set Smart Dial to "off." Default = on.
Fax Direction	both, inbound, outbound,	In this field, you can set the FaxFinder to allow only incoming faxes, only outgoing faxes, or to allow both.

Modem Configuration Table

Modem Configuration Table										
Modem	Country Code	Answer On	Max DTMF Digits	Routing	Routing Definition	Fax ID	Max Baud Rate	Error Correction	Tone Dial	Smart Dial
POTS Modem 1	UnitedStates	2	4	Pots Line		5551234POTS1	9600	on	on	on
POTS Modem 2	UnitedStates	2	4	Pots Line		5552345POTS2	9600	on	on	on
POTS Modem 3	UnitedStates	2	4	Pots Line		5553456POTS3	9600	on	on	on

The Modem Configuration Table will display the settings for each modem as they were set. This is an area that will let you know how each modem is set at a glance.

Columns displayed (in order, from left to right):

- Modem
- Country Code
- Answer On
- Max DTMF Digits
- Routing
- Routing Definition
- Fax ID
- Max Baud Rate
- Error Correction
- Tone Dial
- Smart Dial
- Dial Prefix
- Fax Direction
- Fax Debugging
- Init String

Password Administration Screen

Use the **Password Administration** screen to assign password to client users in the FaxFinder system. In this screen, you specify each client's name, user ID, and password. You must click "Update" to make changes for any client permanent. The User ID, Password, and Confirm Password fields are case-sensitive. After making changes to a single line, make sure to click the update button as further changes will be discarded.

The screenshot shows the MultiTech Systems logo at the top left. A navigation bar contains links: Home | Login | Fax Log | Current Status | Logout | Administration | Phone Book | Modem Config | Passwords | Shared Resources. Below the navigation bar, the title reads "Password Administration: Displaying Records 1 - 8 of 8". The main content is a table with the following data:

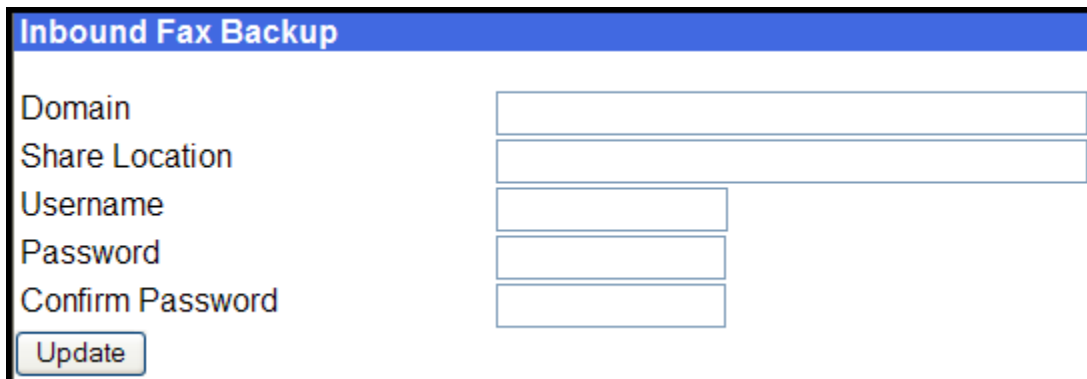
Name	User ID	Password	Confirm Password	Update
Administrator	admin	•••••	•••••	<input type="button" value="Update"/>
Jane Doe	janedoe	•••••••	•••••••	<input type="button" value="Update"/>
John Doe	jdoe	••••	••••	<input type="button" value="Update"/>
outbound fax	fax	•••	•••	<input type="button" value="Update"/>

Sorting Function. You can sort the entries of this screen by doing a mouse-over on the name/identifier of any column that has variable entries. After you click on the column name, the entries will be re-sorted by that column's parameter in ascending alphabetical or numerical order.

"Password Administration" Screen Field Definitions		
Column Name	Values	Description
Name	alphanumeric	Name of client user. This entry must match the "Name" entry in the Phone Book.
User ID	alphanumeric	Identifier for client user. This entry must match the "User ID" entry in the Phone Book.
Password	alphanumeric	Security code for user. This allows the user to send faxes using this server. It gives the user access to the FaxFinder Server software but without administrative rights. Passwords must be at least 1 character in length, can be as long as 40 characters, and are case-sensitive.
Confirm Password	alphanumeric	After a password is entered in the Password column, an exactly matching entry must be made here to validate that password.
Update	Update (button)	When you add or change a client password, you must click on this button to make the change permanent.

Shared Resources Screen

Inbound Fax Backup gives you the ability to add a Share location to copy received faxes. This feature allows all incoming faxes to be copied to a share location before they are emailed.



Domain	<input type="text"/>
Share Location	<input type="text"/>
Username	<input type="text"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>

The Domain field is set to the domain of the user, if the user ID and password are a domain user account.

Select **Shared Resources** from the Main Menu, to show the Inbound Fax Backup screen.

Put the location of the Share Server in the **Share Location** edit field.

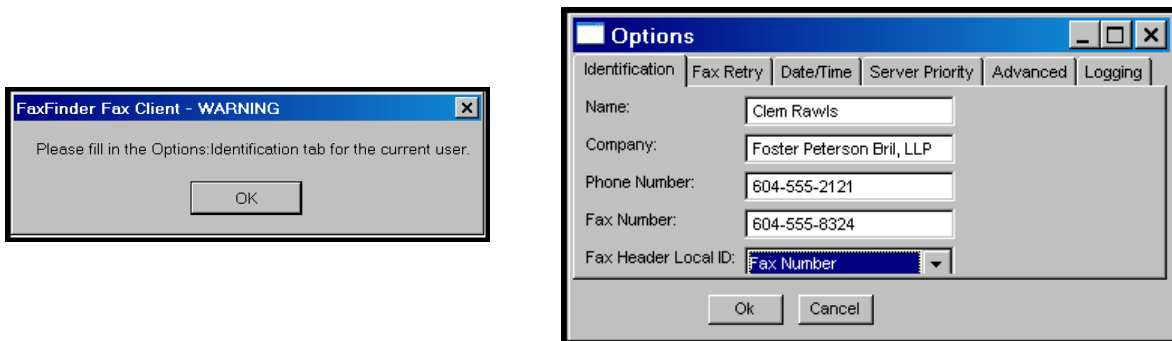
Username, Password and Confirm Password are used if a user id and password are required to copy files to the share folder.

Click Update to save the share information – an attempt to write a test file to the share directory is made to ensure the FaxFinder has write privileges to the share drive. A message will indicate success (Inbound Fax Backup updated successfully) or failure (Share Access Error).

Chapter 4 – FaxFinder Client Software Configuration

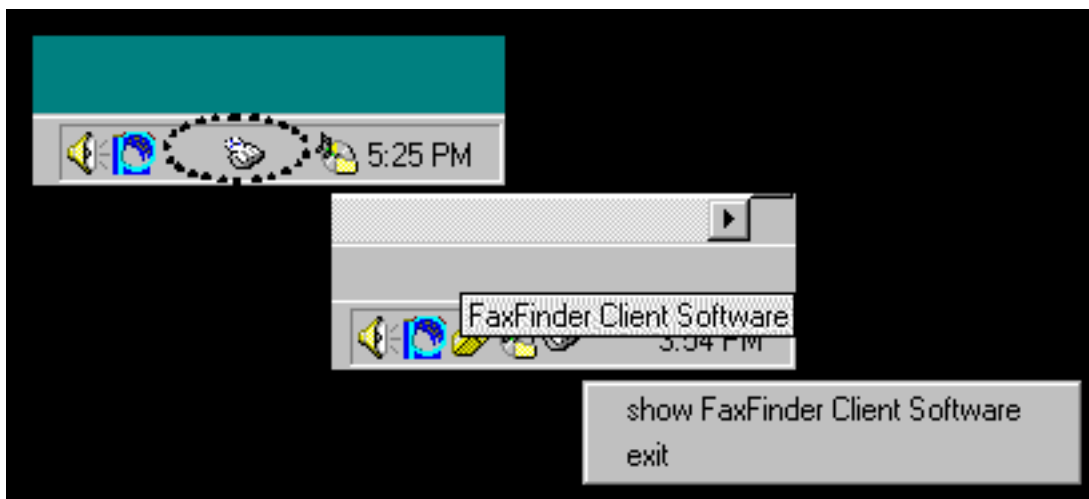
Establishing Client User's ID in System

When the FaxFinder Fax Client Software starts, you will be prompted to enter your own client user information in the **Options | Identification** screen. You will not be able to access or use the FaxFinder client until this step has been done.



The default value for the **Options | Identification** “Fax Header Local ID” field is the value taken from the “Fax ID” field (from the FaxFinder Server **Modem Configuration** screen) for the modem used in the fax transmission.

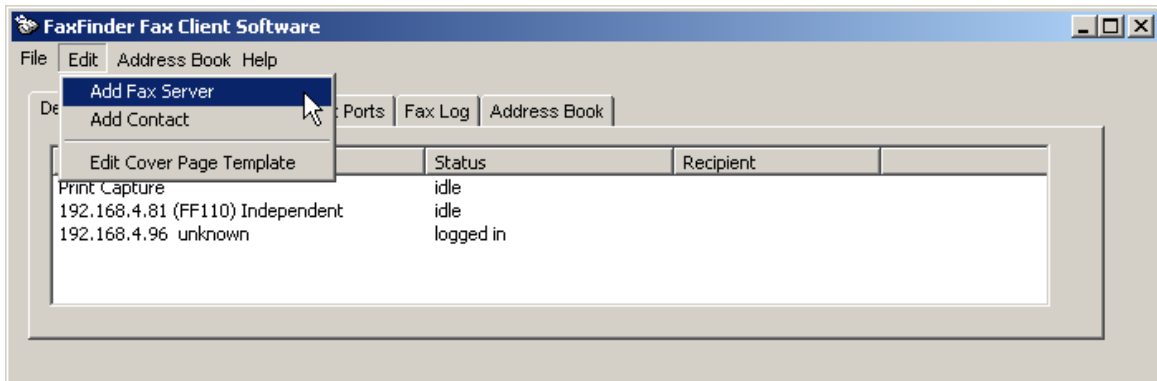
Icons for the FaxFinder software applications will appear in the Windows **Start** menu. After installation, the Client Software starts up whenever the computer is booted. A FaxFinder icon appears in the tray area at the lower-right corner of the screen. The FaxFinder Fax Client Software screen can be opened from either the Start menu icon or the tray icon. If the Client Software is shut down, it can be re-opened from the Start menu or by double-clicking on a file named FF110.EXE (or something very similar), which, following a typical, default installation, the Client is located at C:\Program Files\Multi-Tech Systems\FaxFinder Client Software\FFxxxClient.exe (the x's represent the version number).



Associating Client with Specific FaxFinder Unit(s)

Sometimes more than one FaxFinder unit is connected to an Ethernet network. In some cases, certain client users might be assigned to some FaxFinder units and not assigned to others. After the FaxFinder client software is installed, you must associate it with one or more FaxFinder units. This procedure shows you how to make this association so that faxes may be sent from a particular FaxFinder unit to the email inbox of your PC. To do this procedure, you will need to know the IP address of the FaxFinder unit. Be aware that an individual FaxFinder client user can be associated with more than one FaxFinder unit. This could easily be the case in an office that is large and/or an office that has a great deal of fax traffic.

1. At the main screen of the **FaxFinder Fax Client Software**, click on **Edit** and select “Add Fax Server.”



2. At the **Add Device Address** screen, in the “Select Server” field, highlight “FaxFinder.” In the “Enter Address” field, enter the IP address or domain name of the FaxFinder unit that the client will use.

A client can be associated with more than one FaxFinder unit, but the associations must be established one at a time.

Add Device Address

Select Server: FaxFinder

Server Behind Firewall

Enter Address:

This can either be an IP Address (eg. 192.168.2.1) or a domain name that is assigned to the fax server (eg. FaxFinder1.multitech.prv)

Username:

Password:

This is the user ID/password combination assigned to you by your administrator to allow you to send faxes using this fax server.

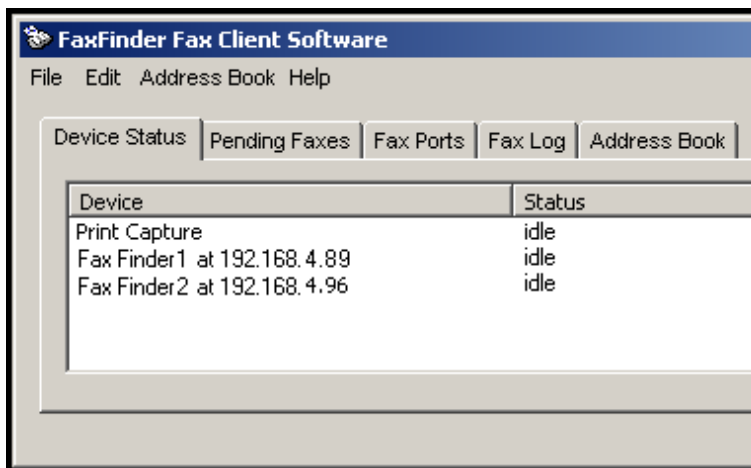
OK Cancel

3. Enter, in the appropriate fields, the **Username** and **Password** that the client will use when accessing this FaxFinder unit. If the client is to be associated with multiple FaxFinder units, a different Username and Password could be established for each. However, in most cases, it is advisable (for the sake of simplicity and convenience) to use the same Username and Password for all FaxFinder units.

NOTE: The Username entered here must match the entry used in the “User ID” field of the **Phone Book** screen in the FaxFinder Server Software. The password entered here must match the password entered for this client in the **Password Administration** screen in the FaxFinder Server software.

Click **OK**.

4. A new FaxFinder entry should appear on the “Device Status” tab of the **FaxFinder Fax Client Software** screen.



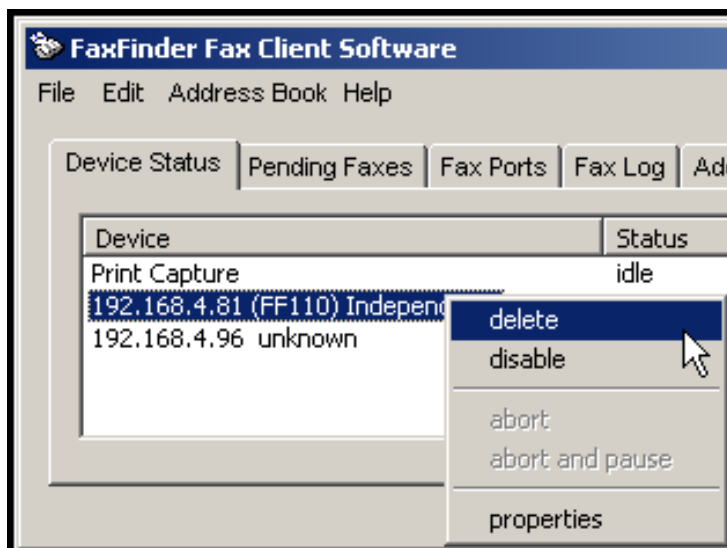
The status of the newly registered FaxFinder unit should momentarily go from “Logging in” to “Idle.” If it goes to Login Failure, then one of two things is wrong:

- a. The IP address or domain name is wrong. If that is the case, delete that entry (by right-clicking **DELETE**), and enter a new one; otherwise,
- b. The Username/Password combination may be wrong. Verify that the client Username/Password combination (accessible by right-clicking and selecting **Properties** on the FaxFinder listed in the Device Status tab of the client software) matches the **User ID/Password** combination assigned to the client-user by the FaxFinder Administrator.

Disassociating the Client from a Specific FaxFinder Unit

In this procedure, you will un-do the procedure “Associating Client with a Specific FaxFinder Unit.” This situation might occur when changes are being made in the network faxing system. In any event, this procedure severs the tie between your PC and a specific FaxFinder unit so that you will no longer be connected to it for sending fax messages. (Faxes can be received in email form from the FaxFinder server, despite disassociating from the FaxFinder server, as long as the receiving party is entered in the FaxFinder Phone Book.) In cases where the client is currently associated with more than one FaxFinder unit, you will need to know the IP address of the specific FaxFinder unit from which you want to disconnect.

1. Open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit from which you want to disconnect (you can identify the FaxFinder unit by its IP address or domain name). Right-click on it and select **delete**.

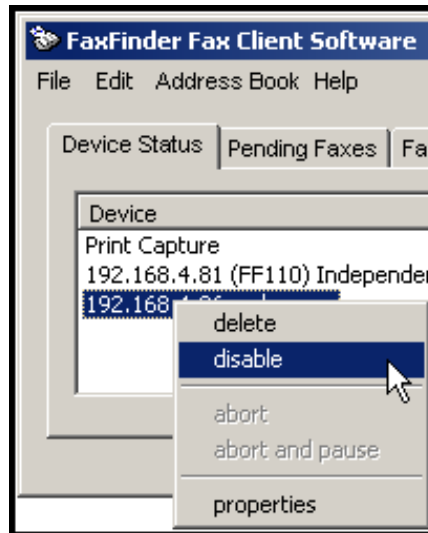


2. Your FaxFinder Client Software will no longer be able to send faxes through this particular FaxFinder unit.

Disabling and Re-Enabling a Client's FaxFinder Service

Disabling a FaxFinder's service to a specific client is simply a temporary version of disassociating the client from that FaxFinder. When a client has disabled the FaxFinder's service to that client, the client/user cannot send faxes through the FaxFinder. (Faxes can be received in email form from the FaxFinder server, despite this disabling, as long as the receiving party is entered in the FaxFinder Phone Book.) The client can easily re-establish FaxFinder service by toggling the **Disable** command (now shown with a " " beside it), thus enabling service once again.

1. Open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit from which you want to disconnect temporarily (you can identify the FaxFinder unit by its IP address or domain name). Right-click on it and select **disable**.

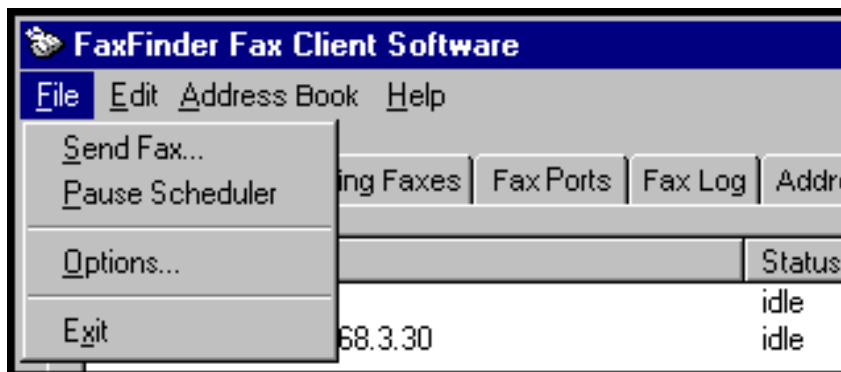


2. When disabled, a check mark will appear beside the disable command.
3. To re-enable the FaxFinder unit for your use, that is to avail your PC of its service once again, open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit to which you want to re-connect. Right-click on it and select **disable**. You will now be re-connected to service by this FaxFinder unit.

Sending Test Fax

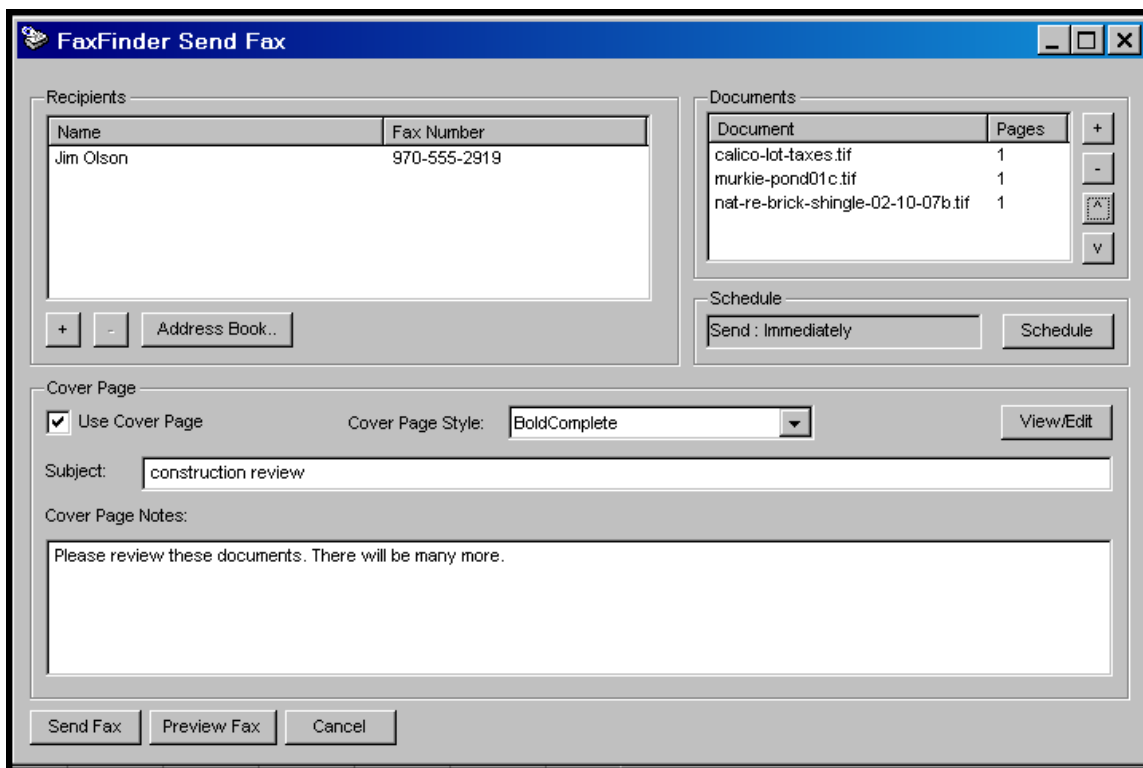
To verify that the software installation has succeeded, you should use the FaxFinder client software to send a fax to a regular fax machine (preferably a local fax machine). To do so, follow the instructions for the "Sending a Fax" procedure in Chapter 5.

FaxFinder Fax Client Software Menu Command Definitions



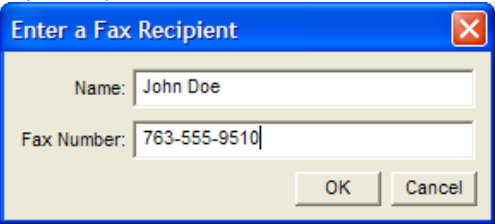
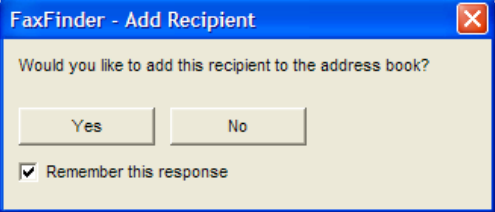
FaxFinder Fax Client Software Menu Command Definitions		
Command Name	Values	Description
File menu commands		
Send Fax	--	Brings up the FaxFinder Send Fax screen, the first step in transmitting a fax message via the FaxFinder system.
Pause Scheduler	--	When you invoke the Pause Scheduler command, any faxes currently pending will not be sent and any fax transmissions attempted while this command is in force will not be sent. When the scheduler has been paused, you must select Pause Scheduler to rescind the command. That is to say, this command toggles on and off when selected repeatedly. If the computer is rebooted, the FaxFinder Fax Client Software will cancel the Pause Scheduler command at startup. Any faxes that had been paused and left unsent when the computer was turned off will be sent immediately when the computer is turned on again.

The FaxFinder Send Fax Screen

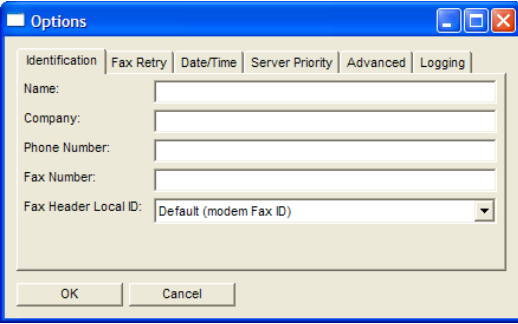
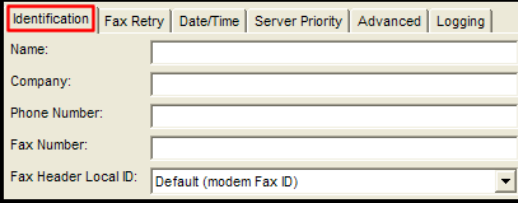
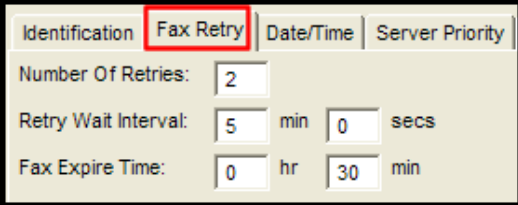
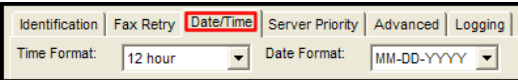

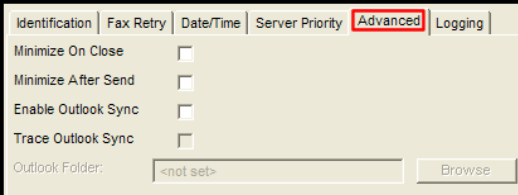
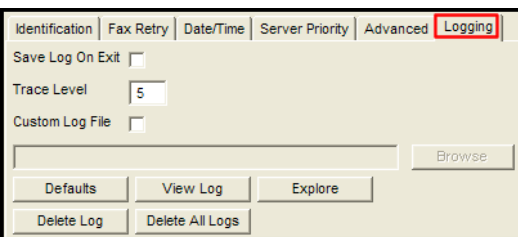


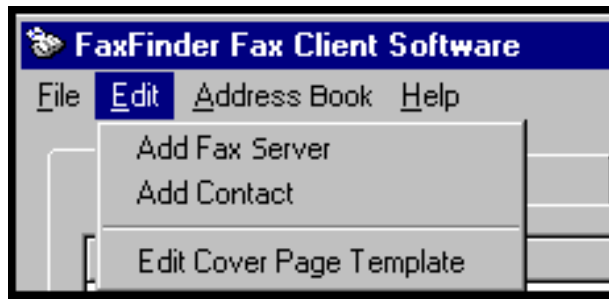
The **FaxFinder Send Fax** screen appears (a) when you 'print to FaxFinder' from any application program, or (b) when you select the **Send Fax** command from the File menu of the FaxFinder Fax Client Software screen.

FaxFinder Send Fax Screen Definitions		
Command/Field Name	Values	Description
Recipients pane		
Name (column)	alphanumeric	Party to whom the fax will be sent. You cannot type in this window. When a recipient is specified either from the Address Book or from the Enter a Fax Recipient window, that recipient's name will appear in this field.
Fax Number (column)	numeric	Fax number to which the fax will be sent. You cannot type in this window. When a fax number is specified either from the Address Book or from the Enter a Fax Recipient window, that fax number will appear in this field.

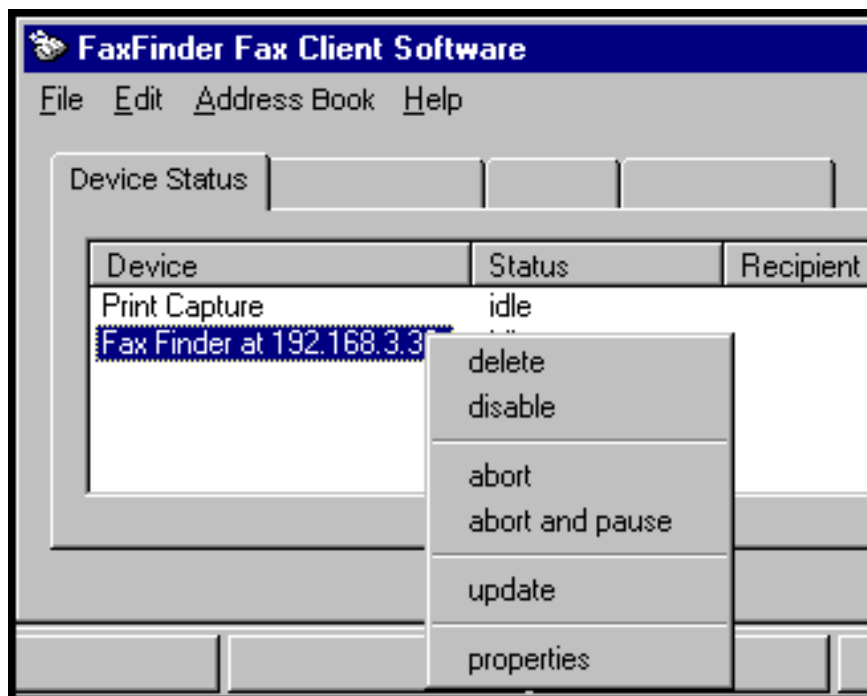
FaxFinder Send Fax Screen Definitions (cont'd)		
Command/Field Name	Values	Description
Recipients pane		
+ (button)	 	Brings up the Enter a Fax Recipient window. At this window, you enter the name and fax number of the party to whom the fax will be sent. After you click OK in this window, the FaxFinder-Add Recipient window will appear and prompt you as to whether or not you want to add this recipient to the Address Book . If you check the Remember this response box, the response you select will be remembered. In other words, if you check Remember this response , and click the No button, recipients added using the + button on the Send Fax Form will never be automatically added to the Address book. If you check Remember this response , and click the Yes button, recipients added using the + button on the Send Fax Form will always be automatically added to the Address book.
- (button)	--	Removes a selected entry from the Recipients list. You will be prompted (by the FaxFinder – Delete? screen) to confirm removal of the recipient from the list of recipients.
Address Book (button)	--	Brings up the Address Book screen from which a fax recipient can be chosen.
Documents pane		
Document (column)	entries are alphanumeric with file-type extensions	File name of document to be transmitted as a fax.
Pages (column)	entries are numeric	Length (number of pages) of the fax to be transmitted.
+ (button)	--	Click this button to add another document to the fax transmission. Only TIFF files can be added with this.
- (button)	--	Click this button to remove a document from the list of items to be faxed. You will be prompted (by the FaxFinder – Delete? screen) to confirm removal of the item from the fax queue.
^ (button)	--	Clicking this button moves a selected document upward in the queue. For example, if the file <i>jonesbill.tif</i> is third in the Document list, clicking will cause it to be the second item faxed.
v (button)	--	Clicking this button moves a selected document downward in the queue. For example, if the file <i>jonesbill.tif</i> is fourth in the Document list, clicking will cause it to be the fifth item faxed.
Schedule pane		
Send field	“immediately” -or- at designated later time	This field specifies when a fax will be sent. By default, the fax will be sent immediately. If you click the Schedule button and re-schedule the transmission, the time and date of the forthcoming transmission will be listed.
Schedule (button)	--	Click here to schedule a fax for transmission at a later time. This button brings up the Fax Scheduling screen. See the procedure “Scheduling Fax Transmissions” in Chapter 6.

FaxFinder Send Fax Screen Definitions (cont'd)		
Command/Field Name	Values	Description
Cover Page pane		
Use Cover Page	Y/N	Check this checkbox to include a cover page with your fax.
Cover Page Style	BoldComplete, BoldComplete2, FaxComplete, LongComment, PlainComplete, PlainShort	If you have checked Use Cover Page , you can select a cover page style for your fax from this drop-down menu. Six standard cover page styles are standard. You can revise any one of these or create a new cover page style using the Template Editor program.
View/Edit (button)	--	Brings up the cover page Template Editor program where the chosen cover page template can be seen and/or altered.
Subject	alphanumeric	Here you can type a brief description of the contents of the fax. The placement of this "Subject" description will depend on the cover page style that you use.
Cover Page Notes	alphanumeric	Here you can type a lengthy comment about the fax or related topics.
Send Fax (button)	--	Click here to invoke the sending of the fax.
Preview Fax (button)	--	Click here to see a preview of the fax, including the cover page. This preview will appear in the TIFF viewer.
Cancel (button)	--	Click here to cancel the sending of the fax.

FaxFinder Fax Client Software Menu Command Definitions Option tab	Description
	<p>Identification tab. The Fax Header Local ID can be used to set the ID of the Sending Modem when Sending a Fax using the FaxFinder Client. The Modem ID string is displayed in the header information of a sent fax. For many Fax machines, it is the phone number of the sending fax machine. The default is the Modem Fax ID which is set via Modem Configuration in the FaxFinder Server web interface. Phone Number will use the Identification Tab's Phone number field as the Modem ID string. Fax Number will use the Identification Tab's Fax number field as the Modem ID string.</p>
	<p>Fax Retry tab. Here the client user can specify, for faxes that were not sent successfully on the first attempt, the number of subsequent attempts to be made, the interval between these attempts, when attempts should expire.</p>
	<p>Date/Time tab. Here you enter the date and time formats for the fax header.</p>
	<p>Server Priority tab. Here you choose to which fax server a sent fax would first be directed: to a FaxFinder, to a Hylafax, or to the first available. This applies only to special multiple-modem server systems that use both FaxFinder and Hylafax.</p>
	<p>Advanced tab. Here you designate the circumstances that will make the Send Fax window become minimized and allow the enabling of the synchronization of the FaxFinder Address Book with a Microsoft Outlook address book. Trace Outlook Sync should only be selected when directed by Multi-Tech Support as it generates a large amount of logging information and should not be left on for extended periods of time. It will generate a debug log that can be used to debug problems syncing address book entries with Outlook.</p>
	<p>Logging tab. Select Save Log on Exit to ensure the Log file exists after the application is closed. A Trace Level of 9 is the highest trace setting. A Trace Level of 1 is the lowest (least amount of trace) setting. Select Custom Log File to create a log file other than the default. You may Browse to an existing File Folder and type in the name of the custom log file in the edit field. Click Defaults to restore the Logging information to factory defaults.</p>
	<p>Click View Log to view the existing log file. Click Explore to start an explorer window to find existing log files. Click Delete Log to erase the current log. Click Delete All Logs to remove any previously existing Log Files. Click OK to save your changes. Click Cancel to Cancel any changes made.</p>

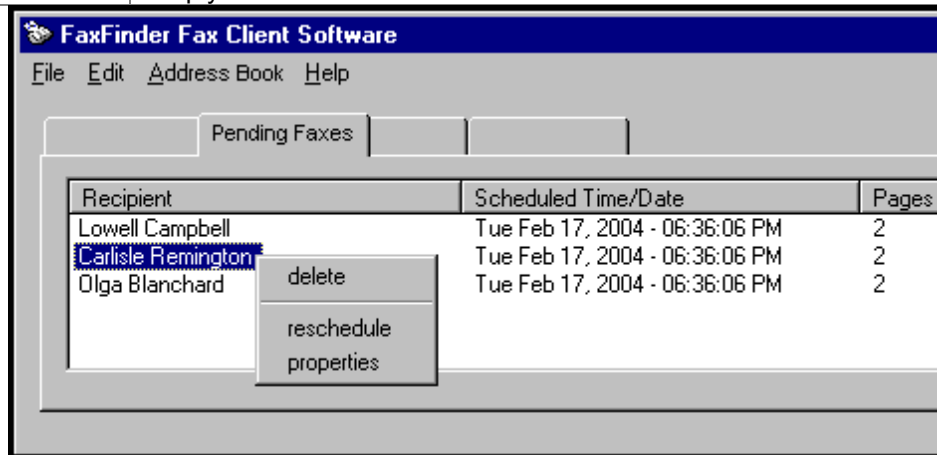


FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Command Name	Values	Description
Edit menu commands		
Add Fax Server	--	Brings up the Add Device Address screen so that a FaxFinder or HylaFax server on the network can be associated with the client. A client can be served by more than one FaxFinder unit. See the procedure "Associating Client with Specific FaxFinder Unit(s)" earlier in this chapter.
Add Contact	--	Brings up the New Contact screen so that an recipient can be added to the Address Book. Once a recipient's contact info has been entered into the Address Book, faxes sent to that party will have the destination fax number automatically conveyed to the FaxFinder unit. Info from recipient's Address Book entry will also be included in automated fields on fax cover pages where applicable (for example, the voice phone number, company name, and city of the recipient might be two fields included on the cover page). See the procedure "Setting Up Your Address Book Manually" in Chapter 6.
Edit Cover Page Template	--	Brings up the Cover Page Generator (or Template Editor) program so that fax cover pages can be created or modified. See the procedure "Creating or Modifying Cover Page Styles" in Chapter 6.
Help menu commands		<i>Online Help is not currently supported. See User Guides for detailed instructions.</i> An "About" command brings up the FaxFinder Fax Client About screen, which identifies the software's version.

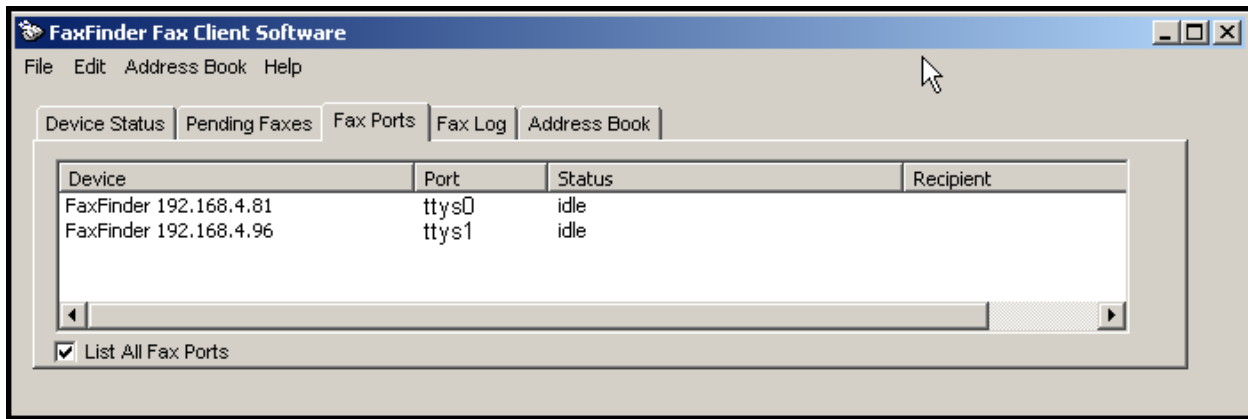


FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Field Name	Values	Description
Device Status tab		
Device (column)	alphanumeric	Shows status of FaxFinder or HylaFAX server units with which the client is associated. Also shows status of the "Print Capture" function and the "Outlook Synchronizer" function.
Status (column)	idle, negotiating, preparing to capture, capturing page <i>n</i> , sending fax page <i>n</i> , receiving fax page <i>n</i> , success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error < <i>descriptor</i> >	Shows the status of the FaxFinder or HylaFAX fax server unit pertaining to its fax sending and receiving capabilities and to its print/image capturing capabilities.
Recipient (column)	alphanumeric	Shows the name and fax number of recipient to whom fax is currently being sent.
Print Capture (row)	idle, preparing to capture, capturing page <i>n</i>	Indicates status of the FaxFinder's Print Capturing software module.

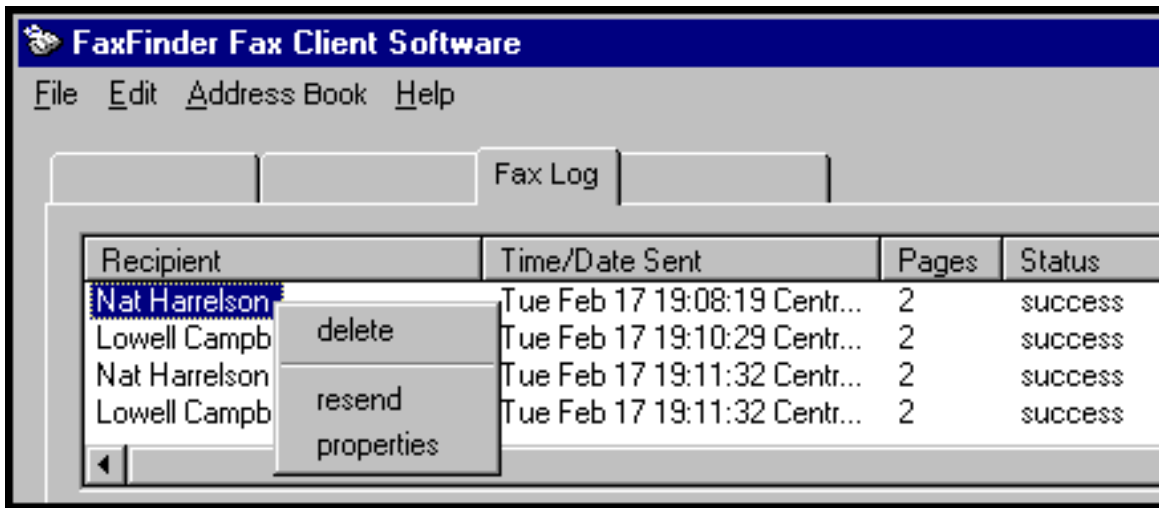
FaxFinder Fax Client Software Menu Command Definitions (cont'd)	
Command Name	Description
Device Status tab (cont'd)	
Commands accessed by Right-Clicking on a selected FaxFinder	
delete	Dis-associates the client from the selected FaxFinder or HylaFAX unit so that the client can no longer send faxes through that FaxFinder unit. (The FaxFinder Server's IP address is removed from the Device Status list of the FaxFinder Client Software.)
disable	Temporarily dis-associates the client from the selected FaxFinder or HylaFAX unit so that the client can no longer send faxes through that unit. To restore the connection to the FaxFinder/HylaFAX unit, select Disable . (Because the FaxFinder Server's IP address remains in Device Status list of the FaxFinder Client Software, service can be restored by toggling the Disable command, thus enabling the association once again.)
abort	Discontinues a fax transmission in progress.
abort and Pause	Discontinues a fax transmission in progress and puts all pending faxes on hold. After this command has been invoked, no more faxes will be sent from this client until (a) the client PC is turned off and on again, or (b) the command has been turned off by selecting Pause Scheduler in the File menu of the FaxFinder Fax Client Software.
properties	Brings up the FaxFinder <IP address><domain name> screen. This screen simply shows the IP address or domain name of the selected FaxFinder unit.



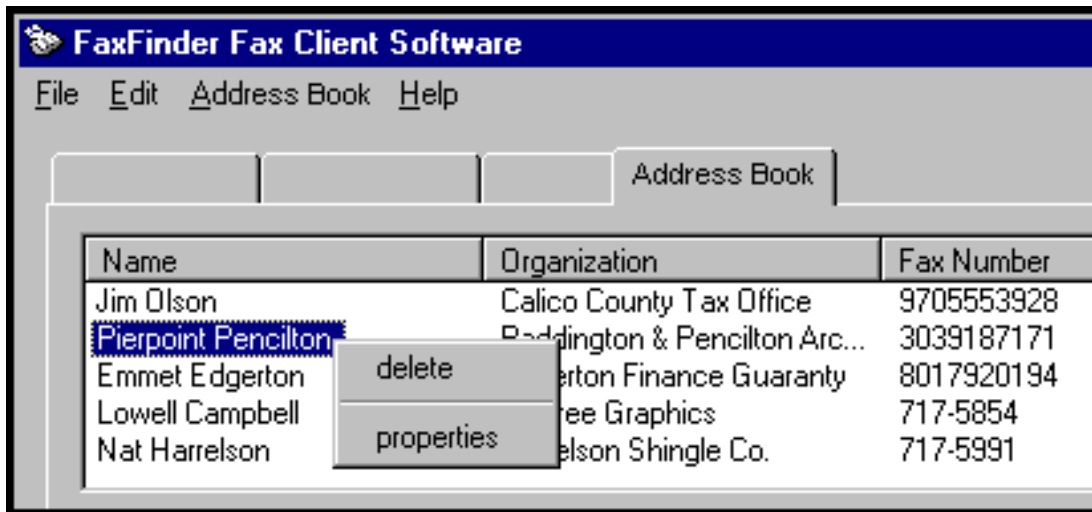
FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Field/Command Name	Values	Description
Pending Faxes tab		
Recipient (column)	--	Identifies recipient of each fax for which transmission is incomplete.
Scheduled Time/Date	--	Identifies time at which a pending fax is set to be transmitted.
Pages (column)	--	Shows the number of pages of each fax.
Commands accessed by right-clicking on a selected pending fax message		
delete		Cancels the transmission of the selected pending fax message.
reschedule		Brings up the Fax Scheduling screen so that transmission of a pending fax can be scheduled for a different time.
properties		Brings up the Fax Details screen for the selected pending fax . The Fax Details screen presents information about the recipient, transmission status, cover page, and original source file of the selected pending fax.



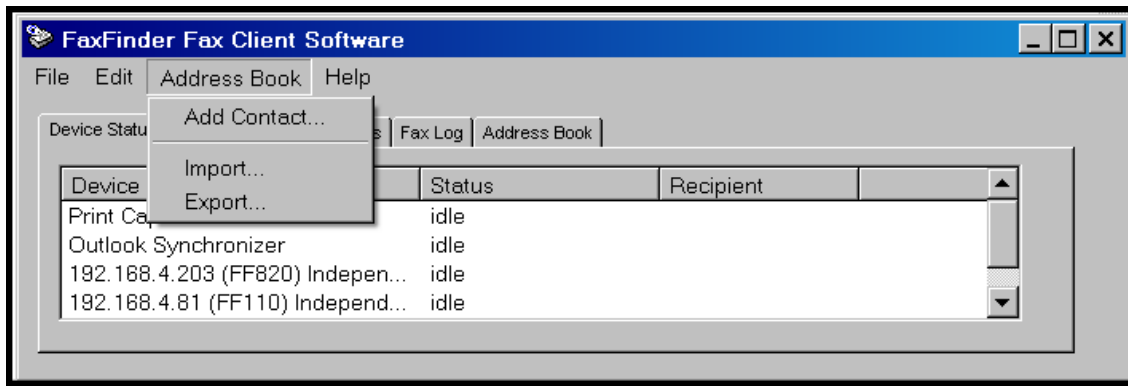
FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Field Name	Values	Description
Fax Ports tab		
Device (column)	alphanumeric	Shows FaxFinder units with which the client is associated.
Port (column)	ttys0 for FF120, ttys0, ttys1 for FF220 ttys_0-3 for FF420 ttys_0-7 for FF820	The fax modem (within) the FaxFinder server unit, the status of which is being tracked. ttys0 denotes POTS Modem 1 of the listed faxfinder unit; ttys1 denotes POTS Modem 2 of the listed faxfinder unit, etc., for all modems in the FF-420/820 unit.
Status (column)	idle, negotiating, preparing to capture, capturing page <i>n</i> , sending fax page <i>n</i> , receiving fax page <i>n</i> , success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error <i><descriptor></i>	Shows the status of the FaxFinder fax server unit pertaining to its fax sending and receiving capabilities and to its print/image capturing capabilities.
Recipient (column)	alphanumeric	Shows the name and fax number of recipient to whom fax is currently being sent.
List All Fax Ports	Y/N	When selected, all fax ports are listed; when not selected, only the active fax ports are listed.

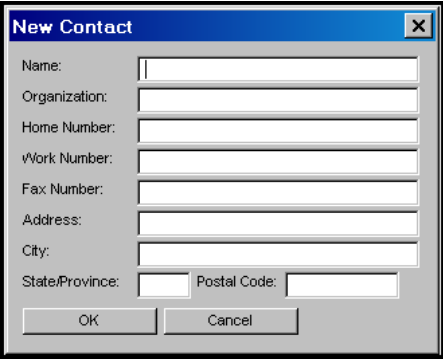
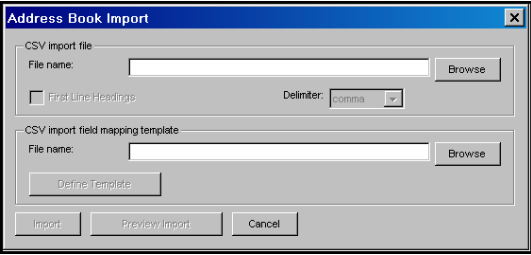
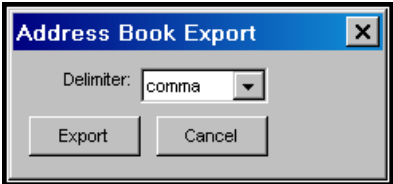


FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Field/Command Name	Values	Description
Fax Log tab		
Recipient (column)		Identifies recipient of each outgoing fax.
Time/Date Sent (column)	day, date, time, zone in the form <i>ddd mmm nn</i> <i>hh:mm:ss zzzzzz</i>	Indicates when each outgoing fax was sent.
Pages (column)	integer	Shows the number of pages in each fax.
Status (column)	success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error <descriptor>	Indicates whether each fax was sent successfully or not and, if not, indicates reason for failure.
Commands accessed by right-clicking on a selected fax log entry		
delete		Cancels the selected fax log entry.
resend		Resends the selected fax. The Fax Scheduling screen will appear to set a time for the resending to occur.
properties		Brings up the Fax Details screen for the selected fax. The Fax Details screen presents information about the recipient, transmission status, cover page, and original source file of the selected pending fax.



FaxFinder Fax Client Software Menu Command Definitions (cont'd)		
Field/Command Name	Values	Description
Address Book tab		
Name (column)	alphanumeric	Shows the name of the the selected Address Book entry.
Organization (column)	alphanumeric	Shows the organizational affiliation of the the selected Address Book entry.
Fax Number (column)	integers	Shows the fax number of the selected Address Book entry.
Commands accessed by right-clicking on a selected address book entry		
delete		Removes the selected entry from the Address Book. A confirmation screen appears before the deletion is executed.
properties		Brings up the Contact <name> screen screen for the selected address book entry. The Contact screen shows user contact details (name, company name, fax number, phone numbers, and street address info).



FaxFinder Fax Client Software Menu Command Definitions		
Command Name	Values	Description
Address Book menu commands		
Add Contact	--	Brings up the New Contact screen for adding entries to client-user's personal address book. These entries are for parties to whom the client-user may want to send faxes. The contact info includes the party's name, their organizational affiliation, phone numbers, fax numbers, and land address information. The contact information goes into these specific fields: Name, Organization, Home Number, Work Number, Fax Number, Address, City, State/Province, and Postal Code. The New Contact screen allows for manual entry of contacts into the Address Book. It can also be accessed from the FaxFinder Send Fax screen and from Edit Add Contact .
		
Import	--	Brings up the Address Book Import screen. The Import command allows you to import entries into your address book from a delimited file (e.g., a MS Outlook address book exported as a delimited file; the delimiter could be a comma, semicolon, colon, or a tab). In most cases, a template file is required to map the information from the import file into the appropriate fields of the FaxFinder Address Book (i.e., into the fields of the New Contact screen) The FaxFinder Client software includes a template that allows entries from one FaxFinder client-user's Address Book to be imported into the Address Book of another client user, and a template to import entries from an Outlook CSV file. You may also create a custom template to map a CSV file to address book entries. Template files are accessible by clicking on the "Browse" button in the "CSV import field mapping template" area .
		
Export		Allows you to create a delimited file from the FaxFinder Address Book for use in applications that can import delimited files. The delimiters could be comma, semicolon, colon, or tab. The primary use of the Export command is to allow an established FaxFinder Address Book to be shared with other client users. Export files have a .csv extension.
		

Chapter 5 – FaxFinder Client Software Operation

Introduction

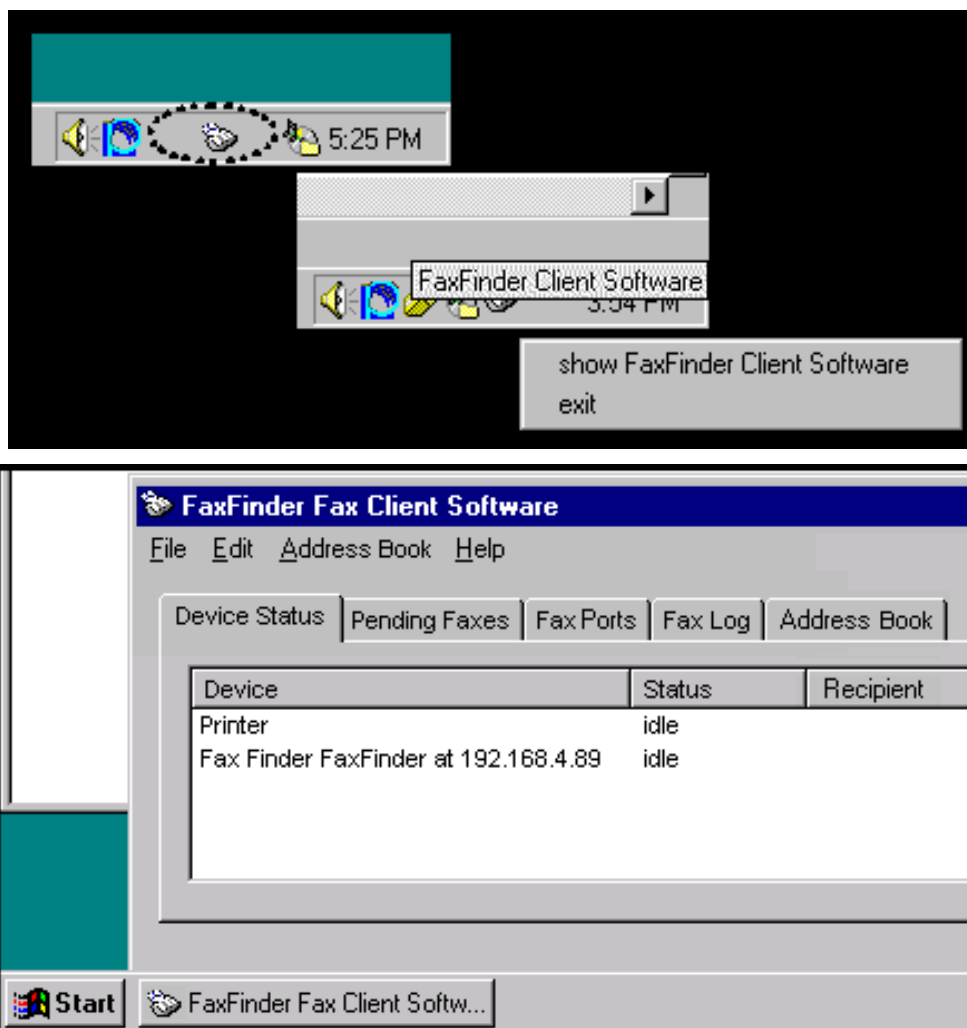
This chapter describes the things that a client user can do with the FaxFinder system. Three software programs are involved: the FaxFinder Client Software, the Multi-Tech Tiff Viewer (or designated PDF viewer), and the Multi-Tech Cover Page Generator. The programs work together with the FaxFinder Client Software acting as the hub of activity. The FaxFinder Client Software interfaces with the FaxFinder Server, has a user interface, and calls upon the Cover Page Generator and viewer program for their special functions. When sending faxes, the FaxFinder Client Software calls up the Multi-Tech Cover Page generator if cover pages are requested. When previewing outgoing faxes, the PC's operating system calls up the designated TIFF viewer to display the outgoing fax. When viewing received faxes, the PC's operating system calls up the appropriate viewer (PDF or TIFF). The choice of file types (PDF or TIFF) is made in the FaxFinder Server software. Note that client users can choose to display either on the Multi-Tech TIFF viewer or on a different (non-Multi-Tech) TIFF viewing program. Likewise, if the FaxFinder system distributes incoming faxes as PDF files, the client can designate which PDF viewer to use.

Sending a Fax

To send a fax by printing from an application program on a client PC, follow the steps listed below.

1. The FaxFinder client software must be installed on the PC. (See the section “Installing FaxFinder Client Software” earlier in this manual.)
2. The client PC and the FaxFinder server must both be connected to the same Ethernet LAN system. (See the section “Chapter 3, Part C: Configuring the FaxFinder Server” earlier in this manual.)
3. The association must be made between the client PC and the FaxFinder Server. (See the section “Associating Client with Specific FaxFinder Unit(s)” earlier in this manual.)
4. After installation, the **FaxFinder Fax Client Software** program will be running whenever the PC is on. You can view the FaxFinder program's main window by clicking on the FaxFinder icon at the lower right of the PC's monitor screen in its Application Tray. Then select “Show FaxFinder Client Software.”

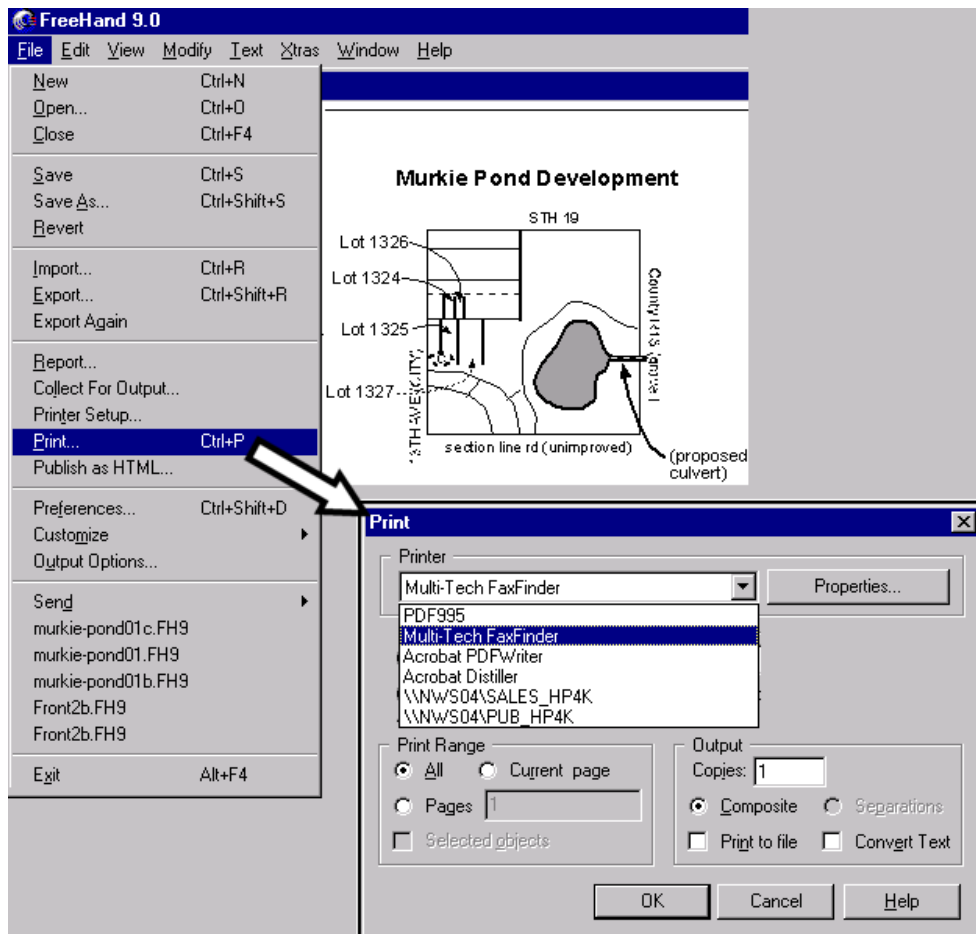
Note: The user can shut down the FaxFinder program by selecting "exit" either from the tray icon or from the main FaxFinder program screen. If the program has been shut down, it can be restarted from the Windows **Start** menu.)



However, you can send faxes through the FaxFinder without bringing up the **FaxFinder Client Software** screen.

5. At the application program (for example, a word processing program or drawing program), print to the FaxFinder.

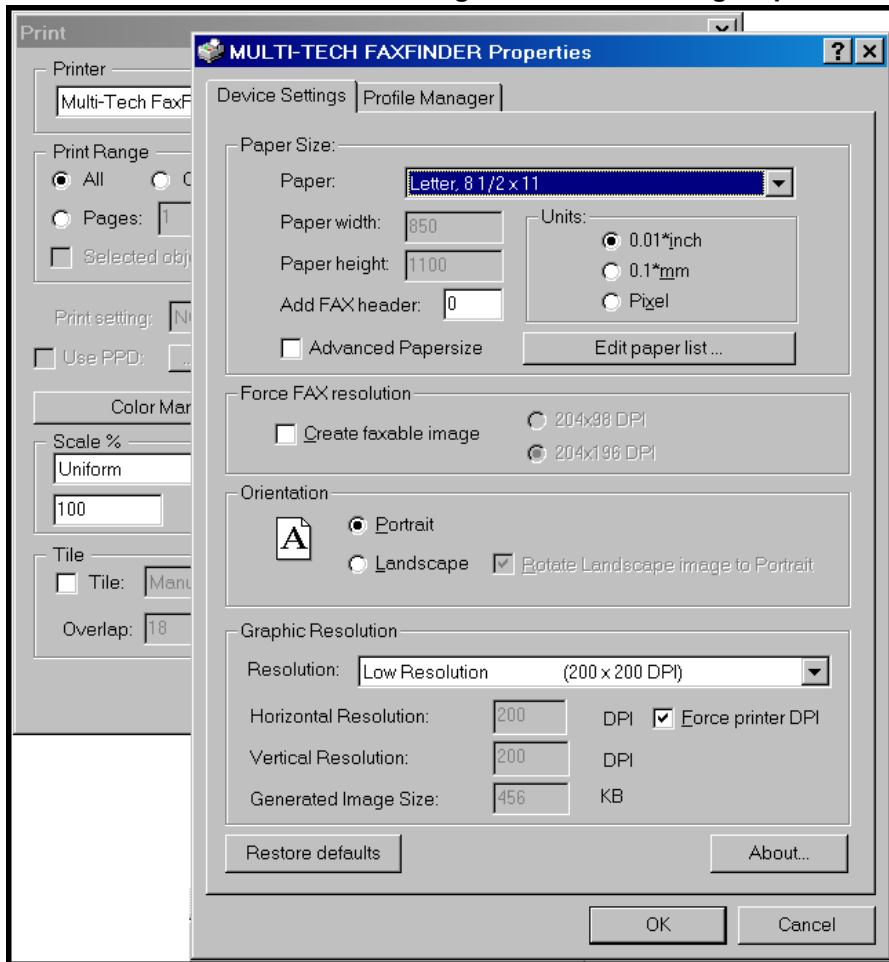
Setting the destination of the printing job varies from program to program. For the common **Notepad** text editor program, for example, you must set the destination printer in the **Page Setup** screen. In most cases, however, the destination printer can be set in a **Print** menu that appears when each printing job is initiated.



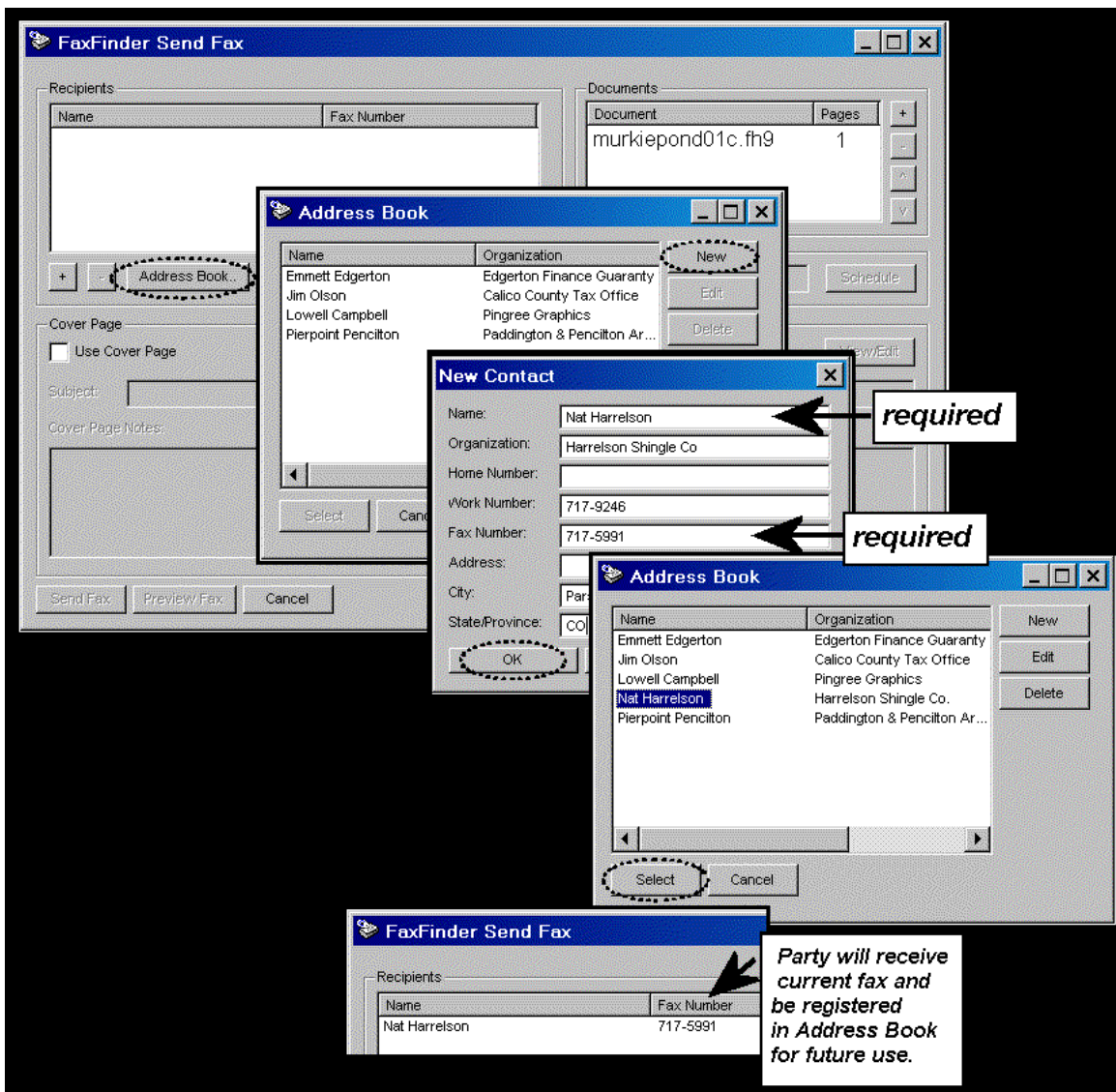
After the FaxFinder has been chosen as the target printer, a 'Properties/Preferences' screen can be accessed by clicking on either "Properties" or "Preferences" on the Print dialog box (for most application programs, it's a "Properties" button; for a few, it's a "Preferences" button). Then a screen labeled either **MULTI-TECH FAXFINDER Properties** or **Printing Preferences** screen will appear and its "Device Settings" tab will be shown.

We strongly advise you not to change any parameters on the Device Settings tab. If you have changed any parameters, click on the "Restore defaults" button to reset the parameters. Also, none of the parameters on the Profile Manager tab should be altered.

DO NOT CHANGE ANY "Device Settings" or "Profile Manager" parameters.



6. After the printing has been initiated by the application program, the **FaxFinder Send Fax** screen will appear.

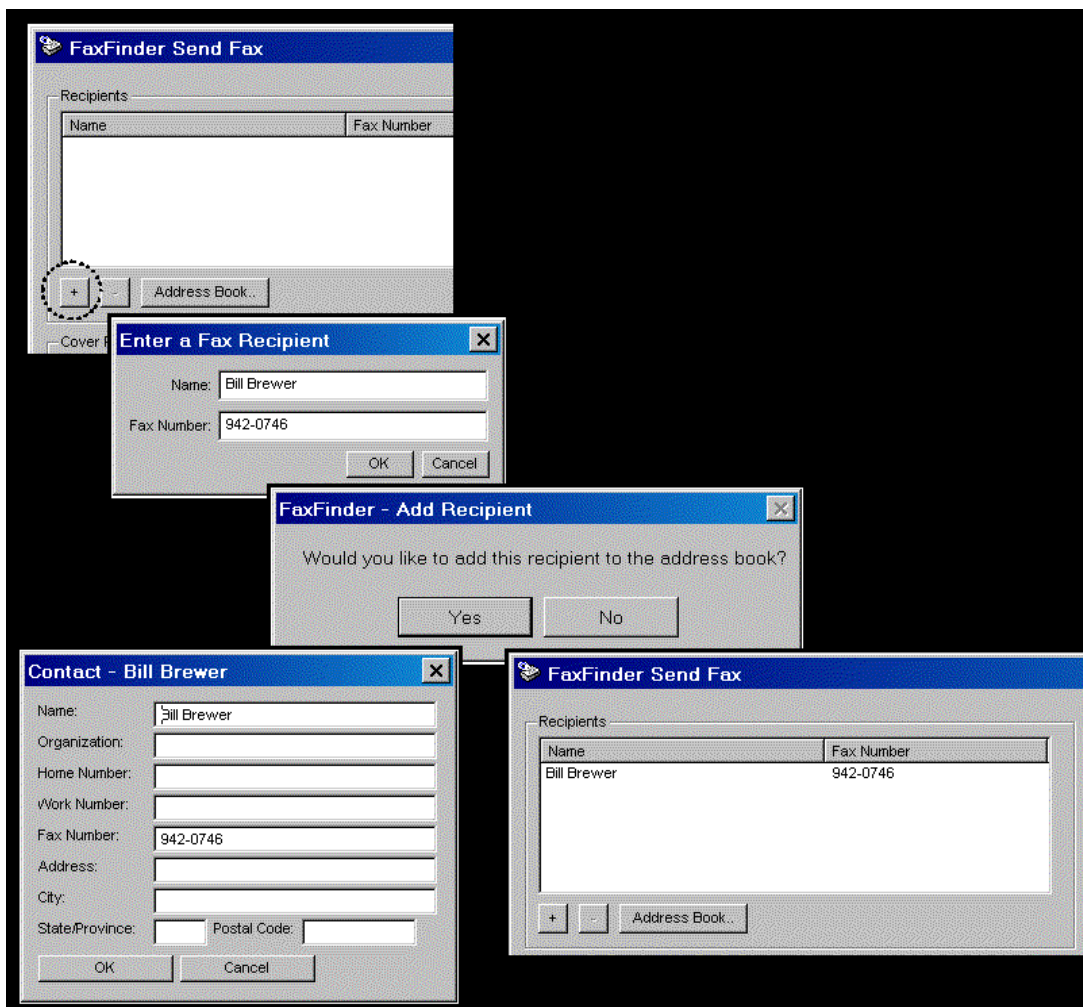


Click on **Address Book**. When the **Address Book** screen appears, click “New.” At the **New Contact** screen, enter the recipient’s name, fax number, and any other contact information you want to retain.

The recipient’s fax number should be entered as you would dial it from a phone on the public phone network (as from a residential phone). Click **OK**. At the **Address Book** screen, highlight the recipient in the list and click “Select.” The party will appear in the “Recipients” list in the **FaxFinder Send Fax** screen.

Additional recipients can be added. The same fax message will be sent to all recipients.

Streamlined Approach. You can also add a recipient in the FaxFinder Send Fax screen by clicking **+** to launch the **Enter a Fax Recipient** screen where you can enter **Name** and **Fax Number** only. You can then choose to send the fax with or without adding the recipient to your Address Book.



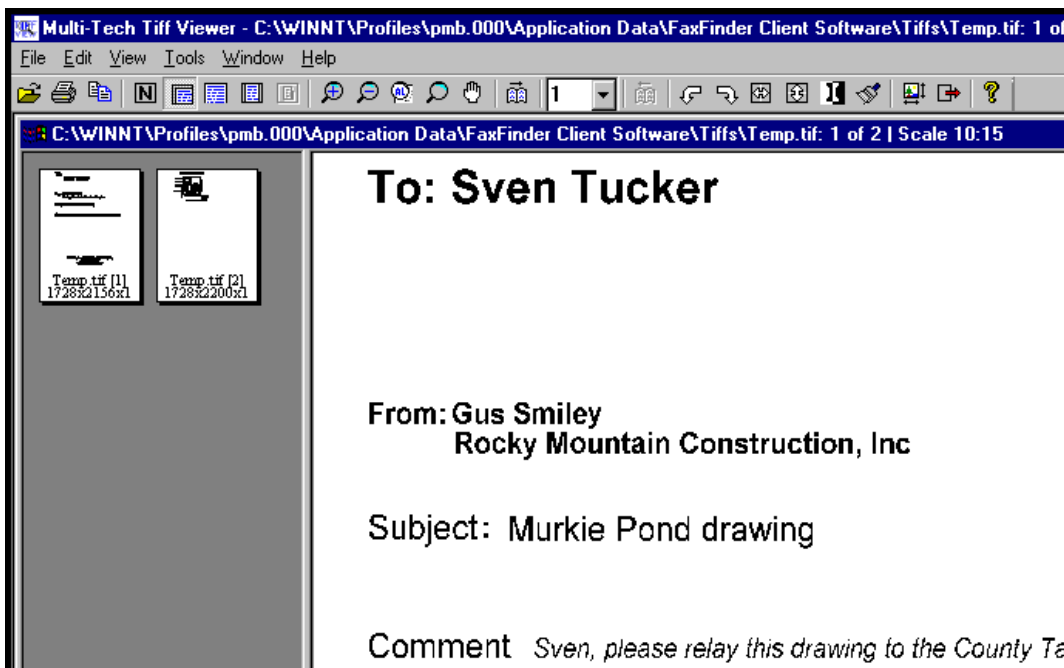
You can also access the Address Book directly to add and edit entries. At the **FaxFinder Fax Client Software** screen, go to **Edit | Add Contact**.

7. If you want to include a cover page with your fax, click in the “Use Cover Page” checkbox. Enter information as needed in the “Subject” and “Cover Page Notes” fields.

Automated fields, like sender information (individual name, company name, street address, phone number, fax number, etc.) should be entered in the Address Book. The Address Book is accessible in the “Options” menu of the **FaxFinder Fax Client Software** screen. For more information about addresses and the automated fields used in cover pages, see the section “Setting Up Your Address Book” later in this chapter.

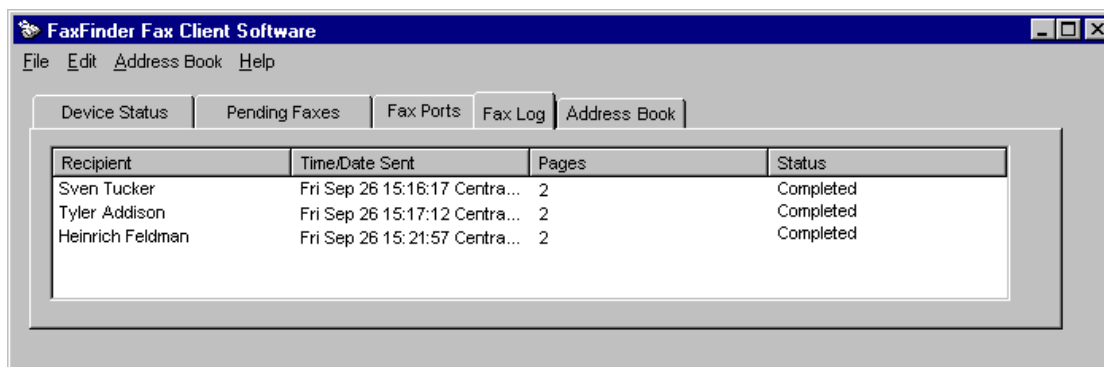
The “Cover Page Style” chosen will determine how this information will appear on the fax cover page. You can select a standard style from the “Cover Page Style” drop-down menu or create a style of your own in the Template Editor. To access the Template Editor software, click on the “View/Edit” button. (For more information, see the section “Creating or Modifying Cover Page Styles” later in this chapter.)

Click on the “Preview Fax” button to check the fax before you send it. The Multi-Tech Tiff Viewer program will appear.



In it, you can view both the cover page and the main fax page(s). (For more information on this, see the section “Using the Multi-Tech Tiff Viewer” later in this chapter.) When satisfied with your fax, close the viewer program and return to the **FaxFinder Send Fax** screen.

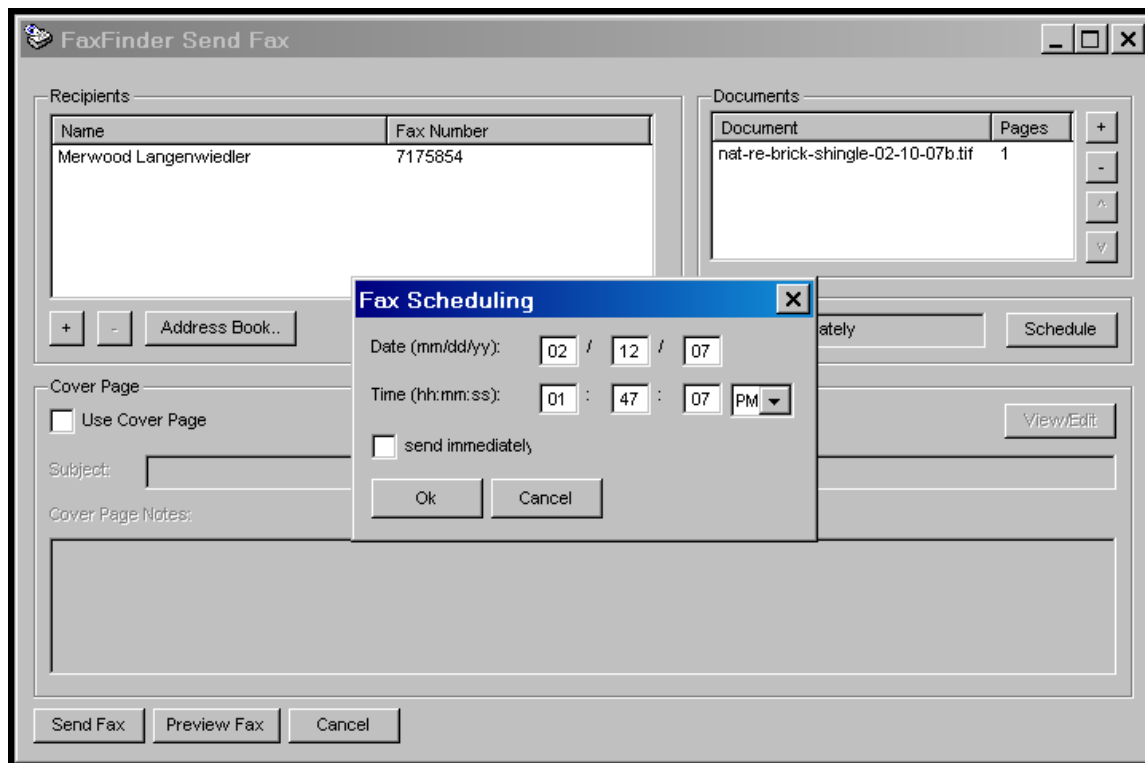
8. At the **FaxFinder Send Fax** screen, click on the “Send Fax” button to send the fax.
9. Confirmation of having sent the fax(es) successfully will appear in the “Fax Log” tab of the **FaxFinder Fax Client Software** screen.



Scheduling Fax Transmissions

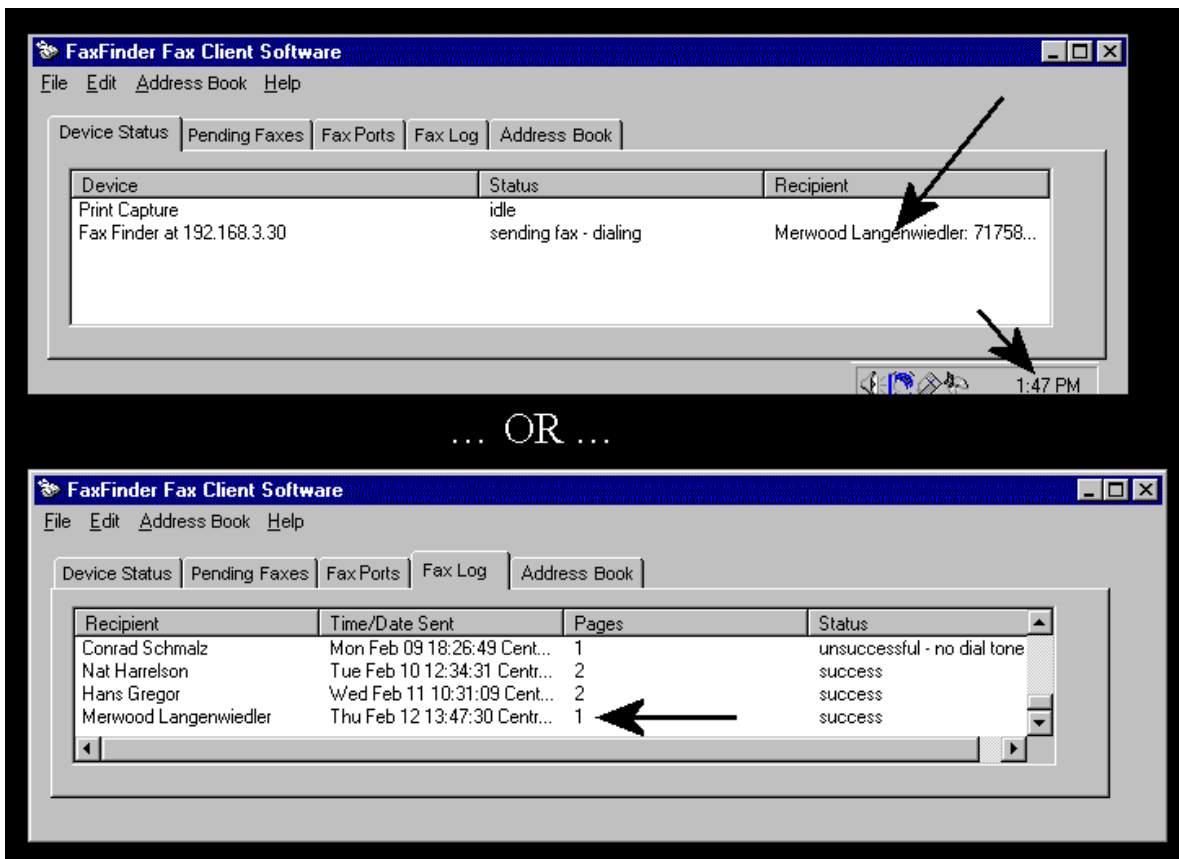
The FaxFinder allows you to send a fax immediately or delay its transmission until a later time. Perhaps the most common motivations for delayed faxing are to enjoy the lower phone rates that may apply at night and on weekends or to broadcast faxes after business hours to avoid tying up fax transmission resources during the busiest weekday hours. In any case, it is easy to schedule faxing for a later time.

1. Send the fax via FaxFinder in the normal way (see the procedure “Sending a Fax” earlier in this chapter).
2. When the **FaxFinder Send Fax** screen appears, enter a recipient for the fax either from the **Address Book** or by entering Name and Phone Number (fax number) in the appropriate fields and clicking **Add Recipient**.
3. In the FaxFinder Send Fax screen, the recipient’s name and fax number will appear in the “Recipients” list and the “Schedule” pane will no longer be grayed out. Click **Schedule**. The Fax Scheduling screen will appear.



4. Click to uncheck the “send immediately” checkbox.
5. Enter the date and time at which you want the fax to be sent.
6. Click **OK** in the **Fax Scheduling** screen and then click **Send Fax** in the **FaxFinder Send Fax** screen.

7. The fax will be sent at the scheduled time. You can view the event as it happens in the FaxFinder client software **Device Status** screen or after the fact in the **Fax Log** screen.



Re-Sending a Failed Fax

Locate the failed fax in the Fax Log tab of the FaxFinder Fax Client Software. Select the failed fax and right-click on it. In the menu that appears, select **Resend**.

Putting Pending Faxes on Hold and Removing the Hold

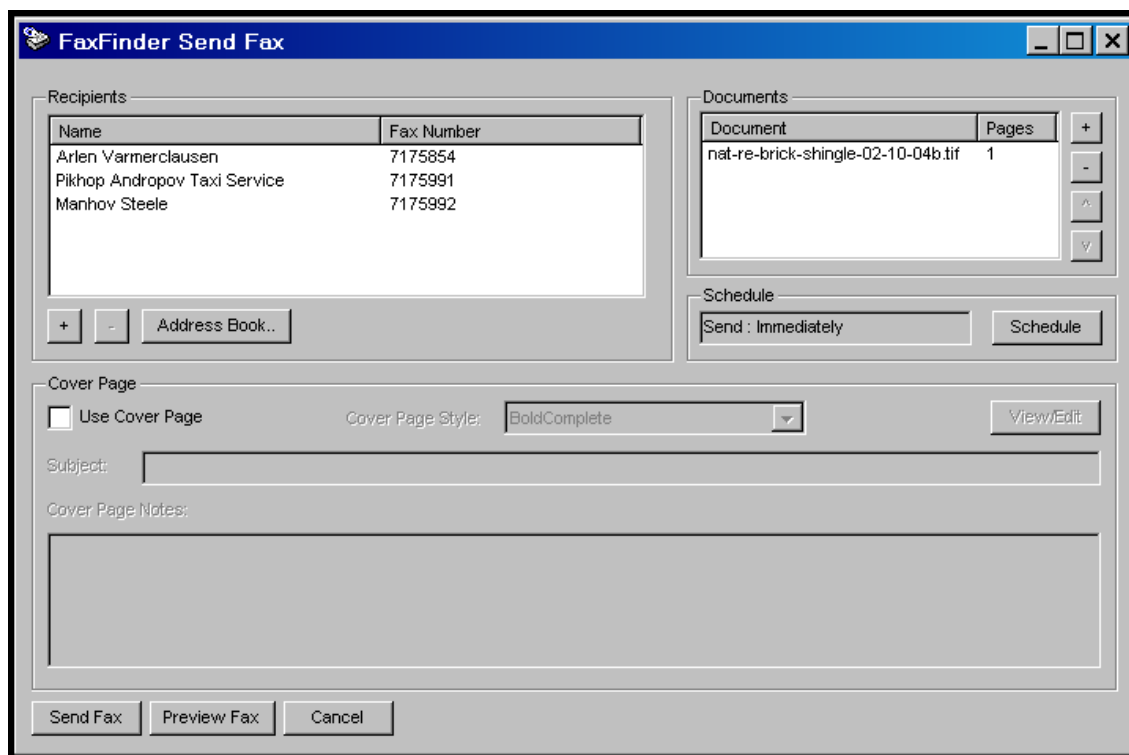
Suppose you have sent a fax to 10 recipients and, shortly after clicking on Send Fax, you realize that there is something incorrect in the content of your fax (it may be something you want to add, delete, or change). You can prevent any pending faxes from being sent by selecting “Pause Scheduler” in the **File** menu of the FaxFinder Fax Client screen. Suppose that 2 faxes have already been transmitted completely and a third fax is in progress when you click “Pause Scheduler.” The FaxFinder will finish the third fax but will not fax to recipients 4-10. The pausing function allows you to see details about the fax, to view the fax again, and to delete the fax if you so desire.

As long as “Pause Scheduler” is selected, no fax message will advance beyond “Pending” status and, so, none will be sent.

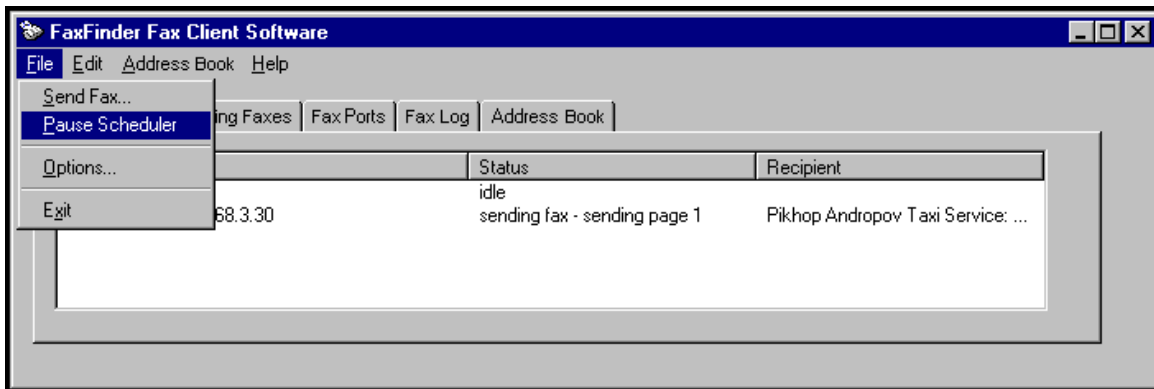
To rescind or call off the hold on pending faxes, open the FaxFinder Fax Client Software. From the File menu, select **Pause Scheduler**. The scheduler will resume normal operation and faxes will be sent.

Consider this example.

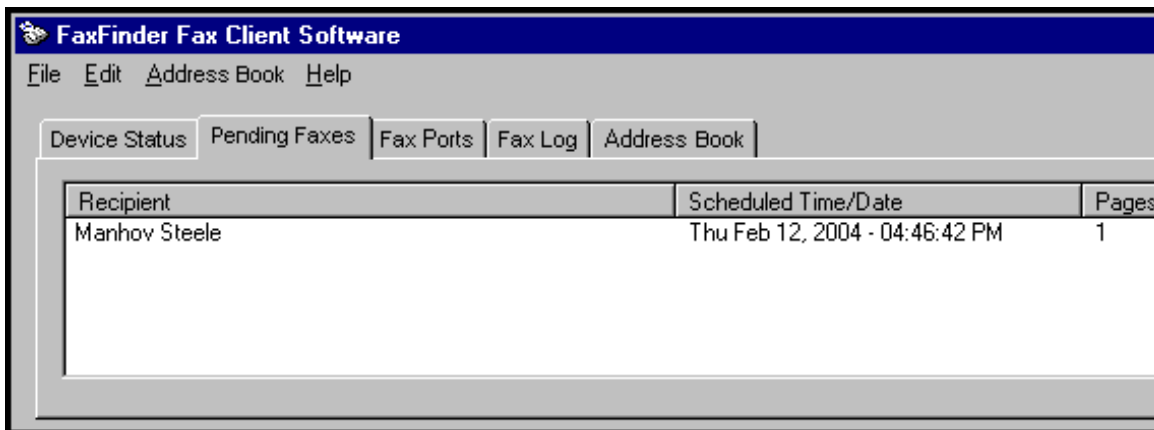
1. A fax is sent by FaxFinder to three recipients.



- While the fax is being sent to the second party, the client user realizes that there is something wrong with the fax. She brings up the FaxFinder Fax Client Software screen, opens the File menu, and selects “Pause Scheduler.”



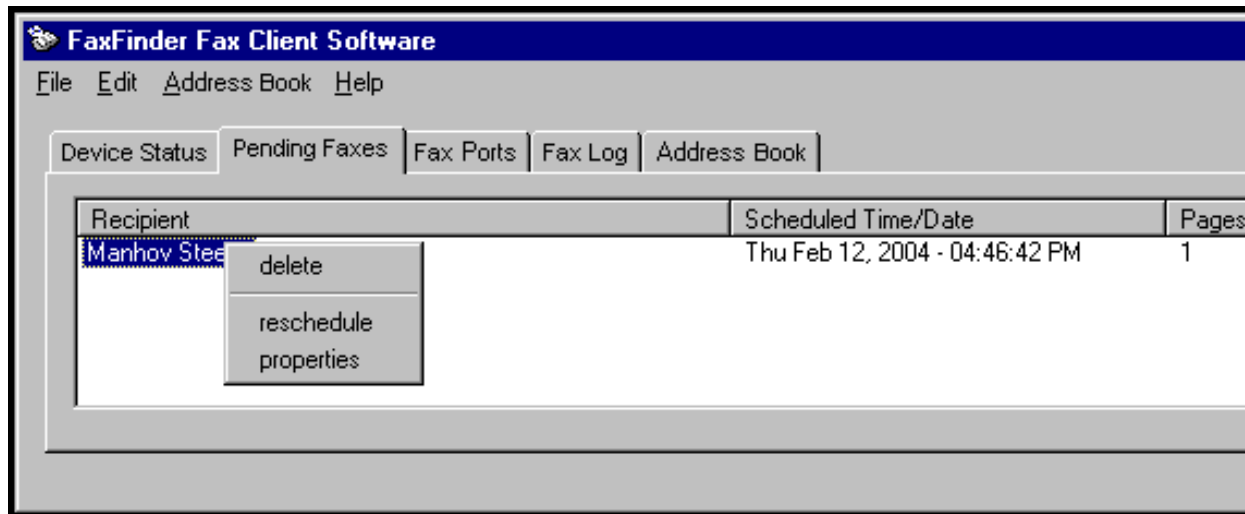
At that point, the FaxFinder will complete the fax in progress that is being sent to the second recipient. However, the fax to the third recipient is still listed as “Pending” in the **Pending Faxes** tab of the FaxFinder Fax Client Software.



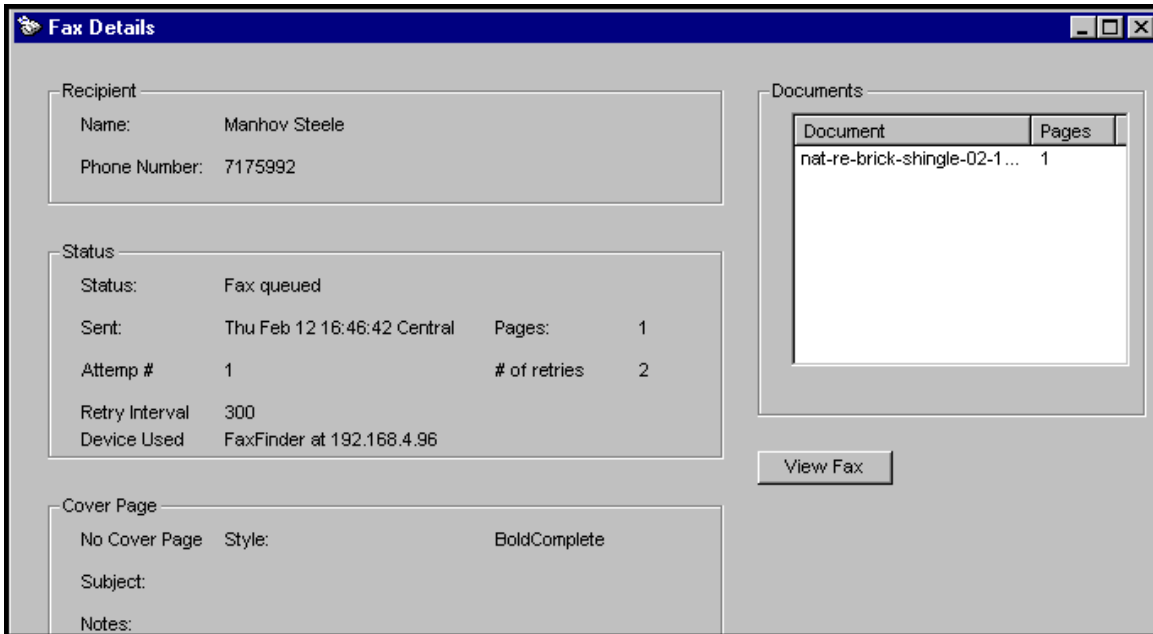
The client user can take one of several actions.

She could click on “Pause Scheduler” again to cancel that command. In that case, the pending fax would become active and could not be stopped.

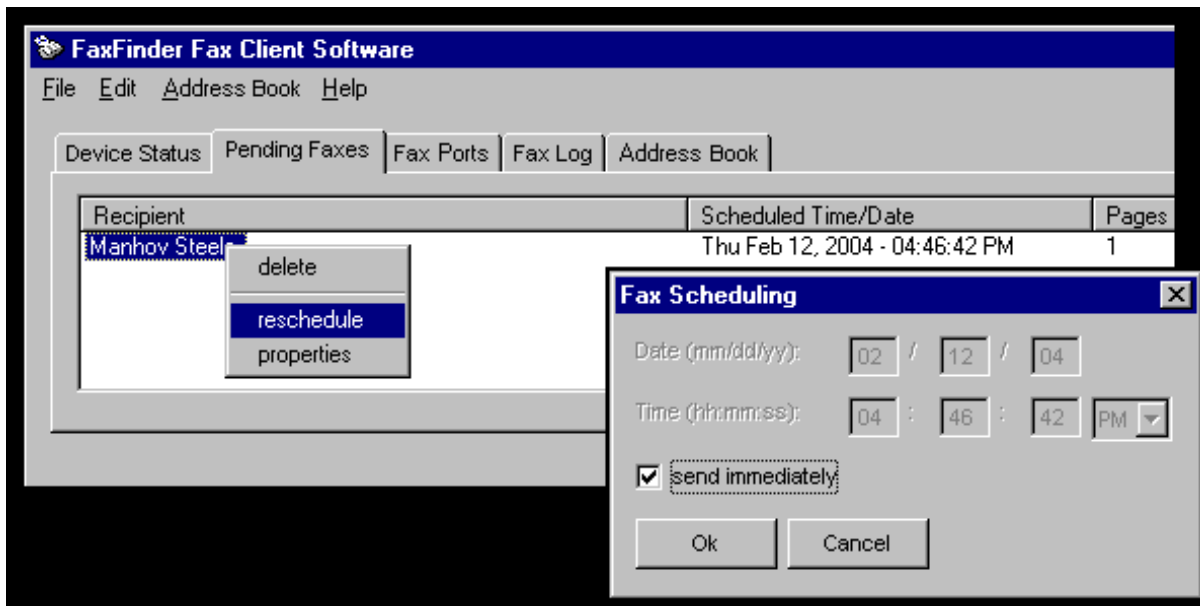
She could select the fax in the Pending Faxes screen and right-click on it to bring up a menu.



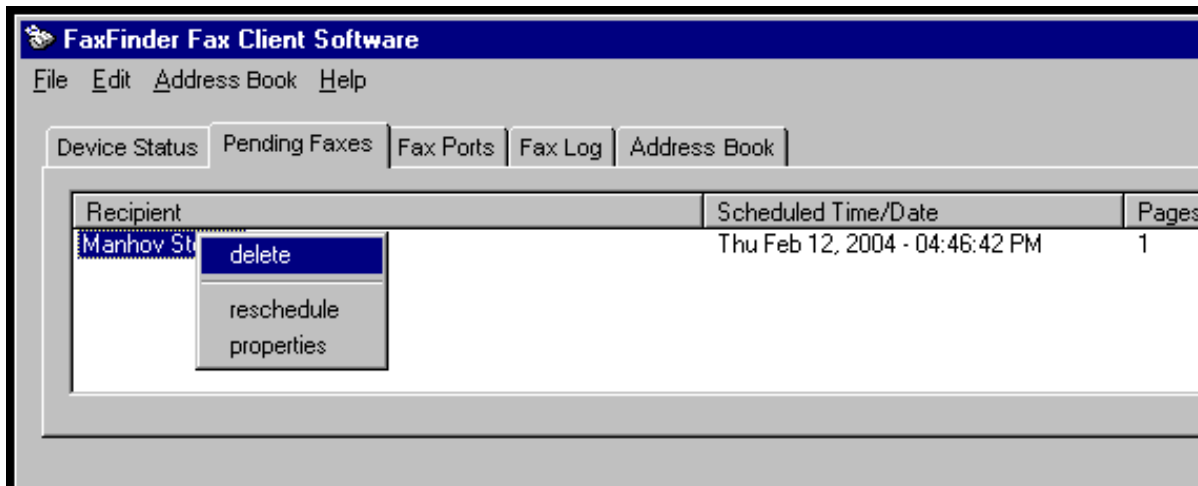
She could view the details of the fax and, at her option, view the fax again.



She could re-schedule the fax for a later time.



She could “delete” the fax, which means that that fax transmission would never be completed.



Pause is canceled on reboot. If she shuts down her computer for the day while leaving this fax in a “pending” state, that fax will be sent shortly after booting up her computer again, that is shortly after the FaxFinder client software is functioning again. So, any faxes put in the pending state by using the ‘Pause Scheduler’ command will be sent the next time the FaxFinder software is activated.

Canceling a Fax

If the fax is in progress ... Open the FaxFinder Fax Client Software. On the **Device Status** tab, select the FaxFinder unit that is in the process of sending your fax. In the list, right-click on that FaxFinder entry. In the menu that appears, select **Abort**.

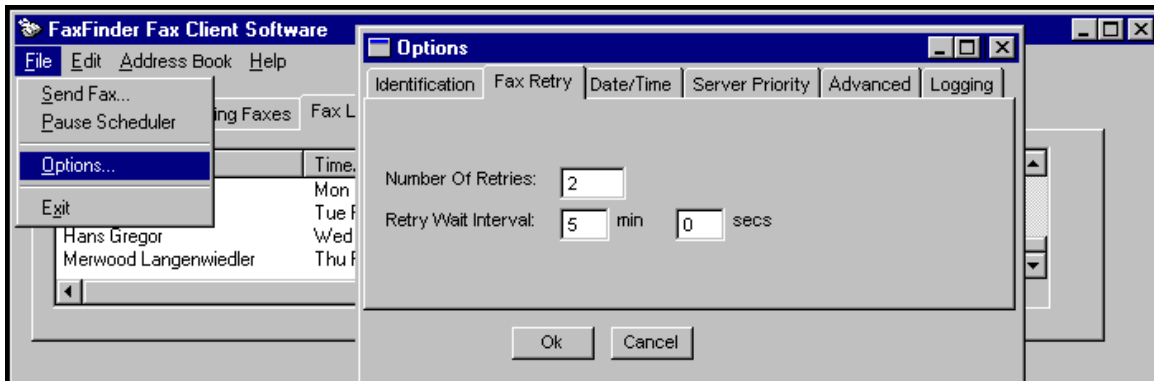
If the fax is pending ... Open the FaxFinder Fax Client Software. On the **Pending Faxes** tab, select the fax transmission that you want to cancel. In the list, right-click on that fax message entry (the recipient will be shown). In the menu that appears, select **Delete**.

To cancel the current fax and simultaneously put a hold on sending any other faxes from your PC, select **Abort and Pause**. To resume faxing, go to the File menu and cancel the pause by selecting **Pause Scheduler**. Any pause applied to a pending fax is cancelled when the computer is rebooted. Any fax left pending with the FaxFinder Scheduler paused will be sent as soon as the FaxFinder client program opens when the PC is turned on again.

Setting Fax Retry Number and Interval

You can set the FaxFinder client software to retry a fax transmission if it fails on the first attempt. You can set both the number of additional attempts and the interval between each additional attempt. You can set these parameters as follows.

1. In the FaxFinder Fax Client Software screen, open the **File** menu and select “Options.” When the Options screen appears, click on the **Fax Retry** tab.

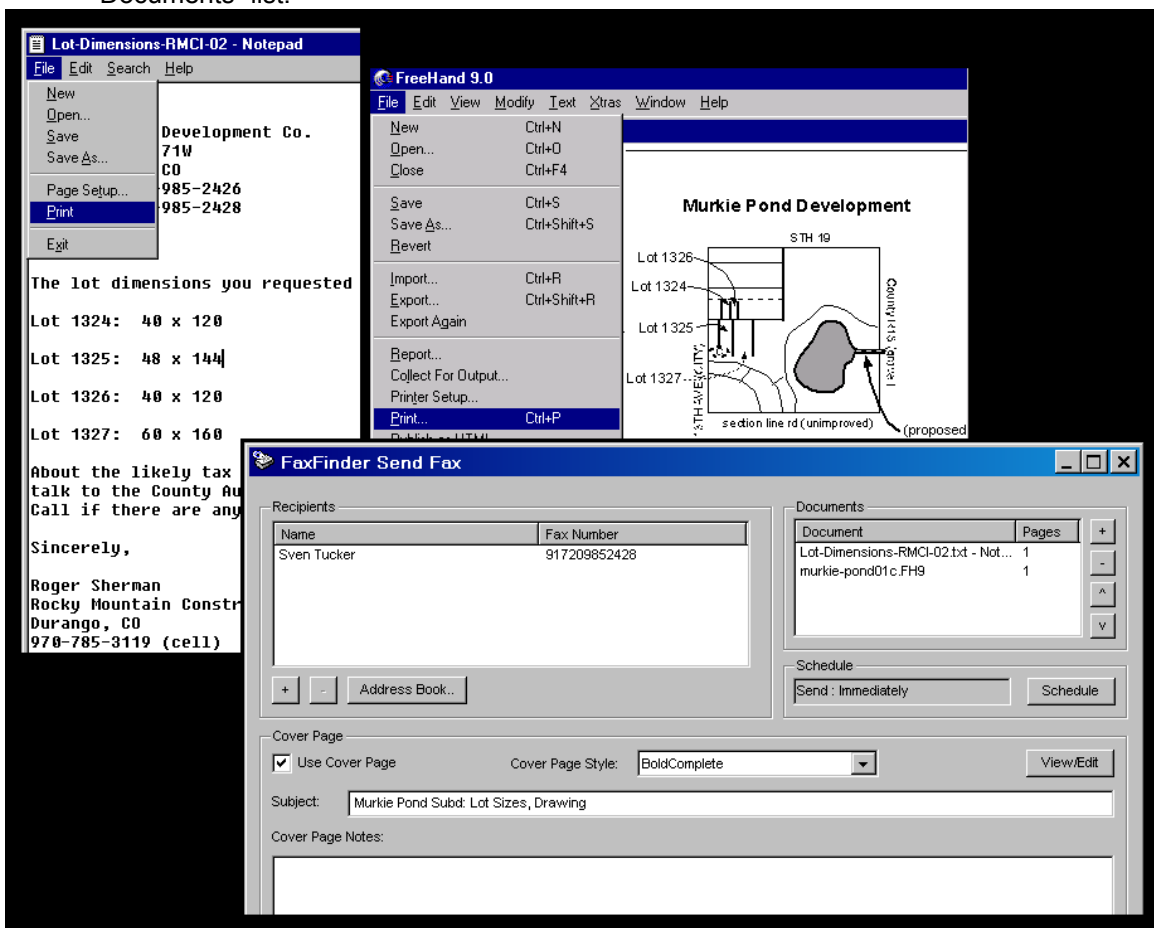


2. Set the number of retries and the interval between these repeated attempts and click **OK**.

Sending One Fax Containing Multiple Documents

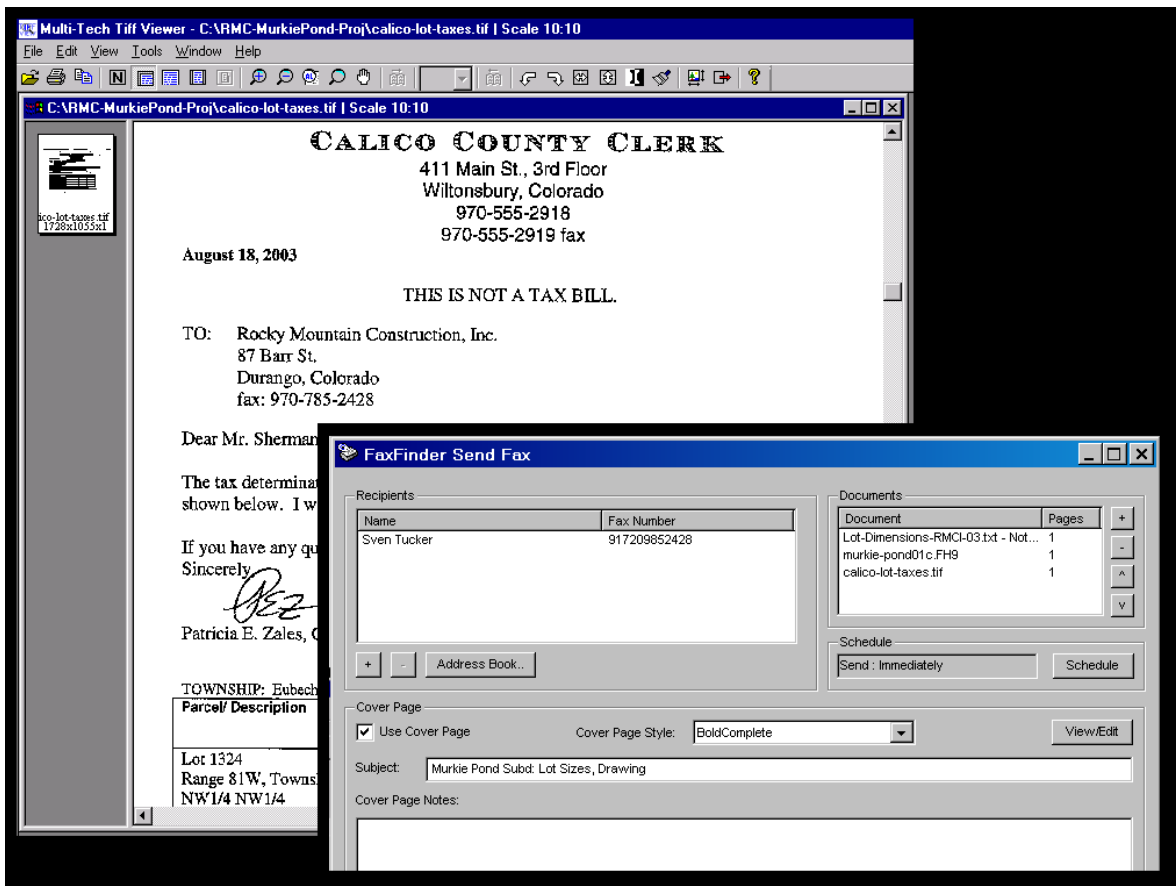
The FaxFinder allows you to include multiple documents in a single fax transmission. Those multiple documents could come from the same or different application programs.

1. Consider the example below where a text file and a drawing file are included in the same fax with a single cover letter. Here's how this multiple-document fax was sent.
 - a. The user printed the text file to the FaxFinder from the **Notepad** text editor program.
 - b. The FaxFinder Send Fax screen appeared. However rather than completing the fax transmission, the user opened another application program.
 - c. The user printed the graphic file to the FaxFinder from the Macromedia **FreeHand** drawing program.
 - d. When the user returned to the FaxFinder Send Fax screen, both documents appeared in the "Documents" list.



2. In the "Documents" pane of the **FaxFinder Send Fax** screen, you can add a cover page, re-arrange the order of the files, or delete items from the list of files to be faxed.

3. You can also add to the list of files to be faxed out by including items that you have stored. In the "Documents" pane of the **FaxFinder Send Fax** screen, click **+**. You could then browse to find, for example, a fax that you had received earlier, had stored as a TIF file, and now want to forward to another party. (Faxes received as PDF files cannot be added to the list.)



4. When all documents to be transmitted have been listed in the Documents list, click **Send Fax**. The documents will be sent in the order listed.

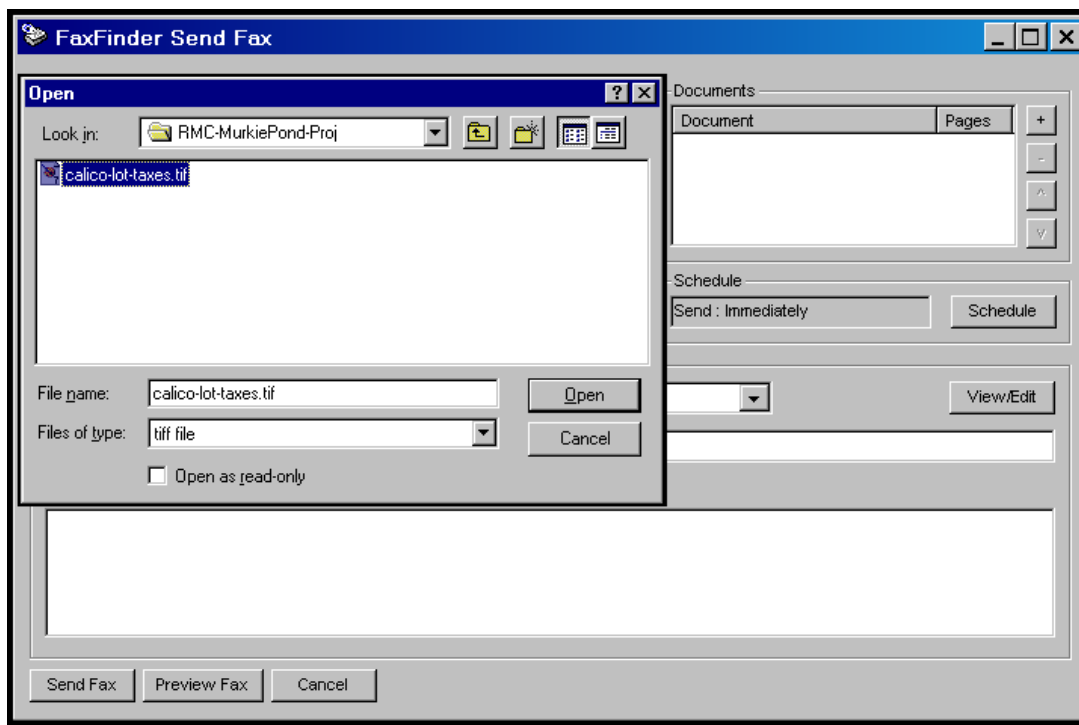
Forwarding a Fax

Suppose you receive a fax using the FaxFinder system. Suppose that fax message is something you want to pass along to another party in fax form at a later date (for example, Rocky Mountain Construction Company receives tax information about lots on which it intends to build houses). In this case, you should note the name of the TIF file in question. You can then browse to that TIF file and re-send it as a fax message.

Note: Forwarding of faxes applies only to TIF files; PDF files cannot be forwarded.

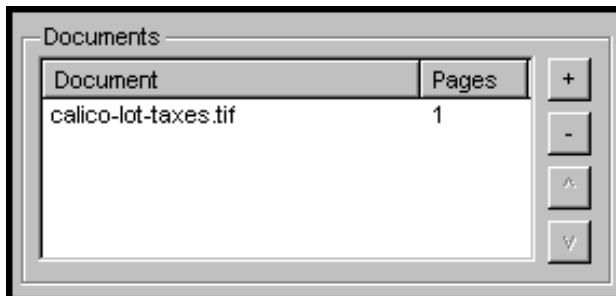
To forward a fax, follow these steps.

1. At the **FaxFinder Fax Client Software** screen, go to the **File** menu and select “Send Fax.” The **FaxFinder Send Fax** screen will appear.
2. In the **Documents** pane, click “+.” Then browse to the TIF file to be sent as a fax.

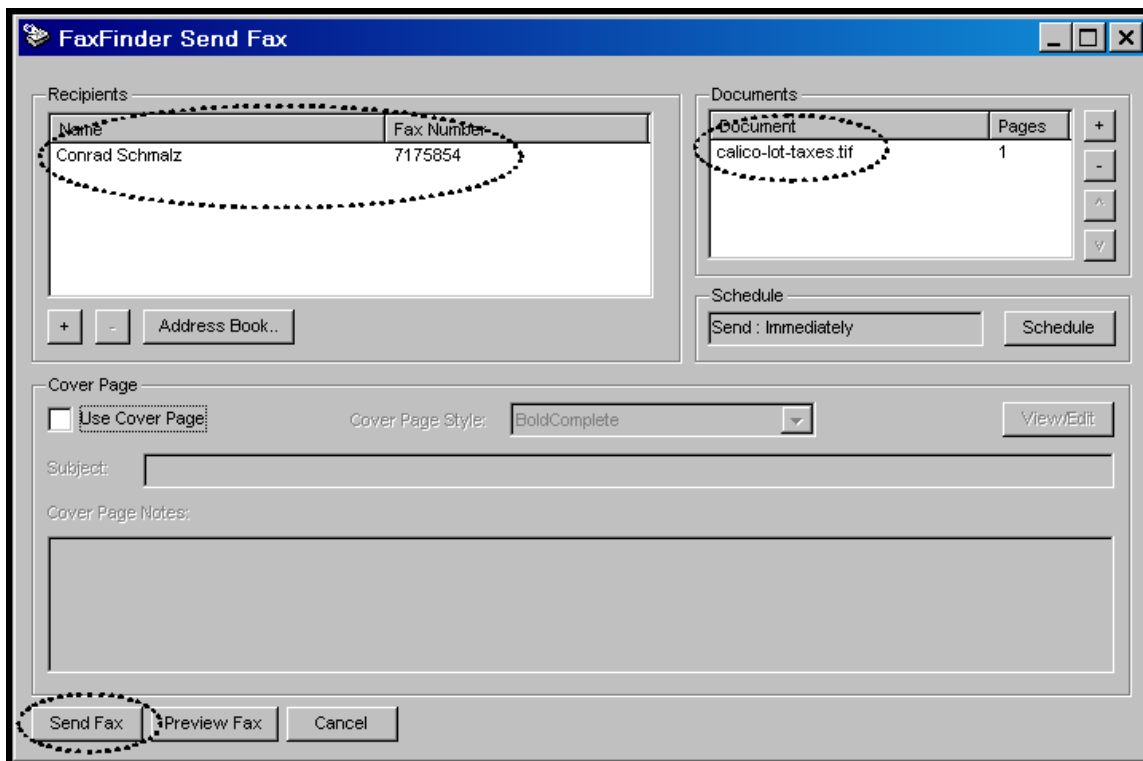


Click **Open**.

3. The selected file will appear in the “Documents” list in the **FaxFinder Send Fax** screen.



4. In the **FaxFinder Send Fax** screen, specify a recipient for the fax. The recipient could either come from your **Address Book** or be entered by clicking “+” in the “Recipients” pane and then typing the Name and Fax Number in the **Enter a Fax Recipient** dialog box. Then click **OK**.



Finally, you would click **Send Fax**. The TIF file will be reconverted into a fax message that can be received by a fax machine.

Receiving a Fax

The FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

Since faxes received through the FaxFinder are transformed into email attachments, they can be directed anywhere email goes. The final recipient can be inside the office or across the ocean.

Fax reception works differently when the FaxFinder is operating in **Automated Routing Mode** than in **Manual Routing Mode**. In Automated Routing Mode, faxes come directly to client/users; in Manual Routing Mode, all faxes come to an attendant who forwards them to the intended recipient.

Receiving Faxes in Manual Routing Mode

In **Manual Routing Mode**, all faxes are emailed to an attendant using a single fax number.

1. The incoming fax arrives in the attendant's email inbox as a message with an attachment.
2. The attendant uses email to forward the message to the appropriate recipient. Recipients could be on the local Ethernet network or outside of it.
3. The recipient opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

4. The incoming fax arrives in the client's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the client's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)

Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name. Message is labeled as being from the FaxFinder Administrator.

Client opens email. Fax message is graphic file attachment with file name automatically assigned by FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server.

Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer. If FaxFinder Server is set to PDF, attached file will open in user-selected PDF viewer.

Client views fax message in viewer program.

5. The FaxFinder client opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

6. The FaxFinder client can open the file or save the file.

a. **Opening the fax message graphic file.** Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.

b. **Saving the fax message graphic file.** In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or for forwarding (applicable to TIFF files only).

7. The client views the fax message in the (PDF or TIFF) viewer program.

Receiving Faxes in Automated Routing Mode

In **Automated Routing Mode**, the FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

1. A PBX extension number must be assigned to the client PC at the FaxFinder Server.
2. For fax reception, the client PC and the FaxFinder server *need not* both be connected to the same Ethernet LAN system. (A sales representative, for example, could receive faxes sent to her home office fax number even though she is traveling overseas, if she uses an Internet email account.)
3. A fax document is sent to the PBX extension number of a client/recipient on the FaxFinder system. The fax call is routed to the FaxFinder server and there converted to a PDF or TIFF graphic file. The graphic file is attached to an email message that is sent to the intended recipient's email address (as specified in the FaxFinder Phone Book).
4. The incoming fax arrives in the recipient's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the recipient's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)

Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name. Message is labeled as being from the FaxFinder Administrator.

Client opens email. Fax message is graphic file attachment with file name automatically assigned by FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server.

Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer. If FaxFinder Server is set to PDF, attached file will open in user-selected PDF viewer.

Client views fax message in viewer program.

Inbox - Microsoft Outlook

From	Subject	Received
Hank Gregory - Admin	Fax Server: Fax Received - From '970 555 2919'	Tue 9/30/03 6:09 PM
Sven Tucker	brick problems	Tue 9/30/03 5:53 PM
Soren Achybach	Boulder Removal Issues	Tue 9/30/03 4:53 PM
Mary Sherman	Angela's Recital	Tue 9/30/03 9:50 AM

Roger Sherman: Fax Received - 2428 - Message (Plain Text)

From: Hank Gregory - Admin Sent: None
 To: Roger Sherman
 Cc:
 Subject: Fax Server: Fax Received - From 970 555 2919 To: 'Roger Sherman' (192.168...)
 Attached is your fax document.
 Name: Roger Sherman
 Remote ID: 970...
 recv0075-001.tif

Opening Mail Attachment

Opening: recv0075-001.tif

Some files can contain viruses or otherwise be harmful to your computer. It is important to be certain that this file is from a trustworthy source.

What would you like to do with this file?

Open it
 Save it to disk
 Always ask before opening this type of file

Multi-Tech Tiff Viewer - C:\WINNT\Profiles\ rts .000\Application Data\FaxFinder Client Software\Tiffs\recv0075

C:\WINNT\Profiles\ rts .000\Application Data\FaxFinder Client Software\Tiffs\recv0075-001.tif | Scale 10:10

09/30/03 TUE 18:07 FAX 970 555 2919 CALICO COUNTY GOVERNMENT CENTER

CALICO COUNTY CLERK
 411 Main St., 3rd Floor
 Willowbary, Colorado
 970-655-2918
 970-655-2919 fax

August 18, 2003

THIS IS NOT A TAX BILL.

TO: Rocky Mountain Construction, Inc.
 87 Burr St.
 Durango, Colorado
 Fax: 970/85-2428

Dear Mr. Sherman:

The tax documentation you requested, or the lots in the Minkie Pond Development are shown below. I will mail this to you, as well.

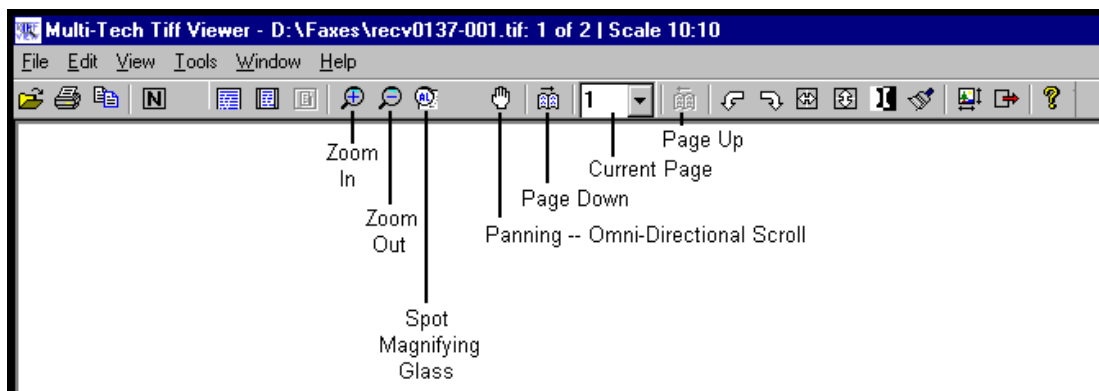
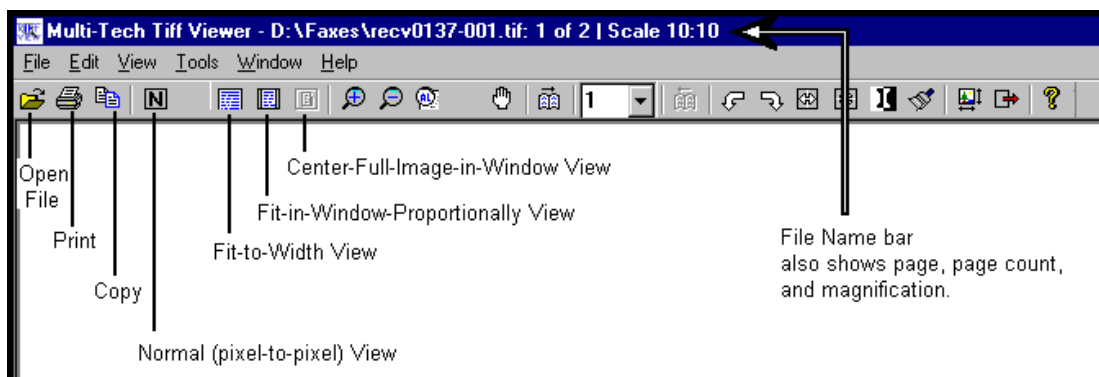
5. The fax recipient (a client of the FaxFinder Server) opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.
6. The FaxFinder client can open the file or save the file.
 - a. **Opening the fax message graphic file.** Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.
 - b. **Saving the fax message graphic file.** In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or forwarding.
7. The client views the fax message in the (PDF or TIFF) viewer program.

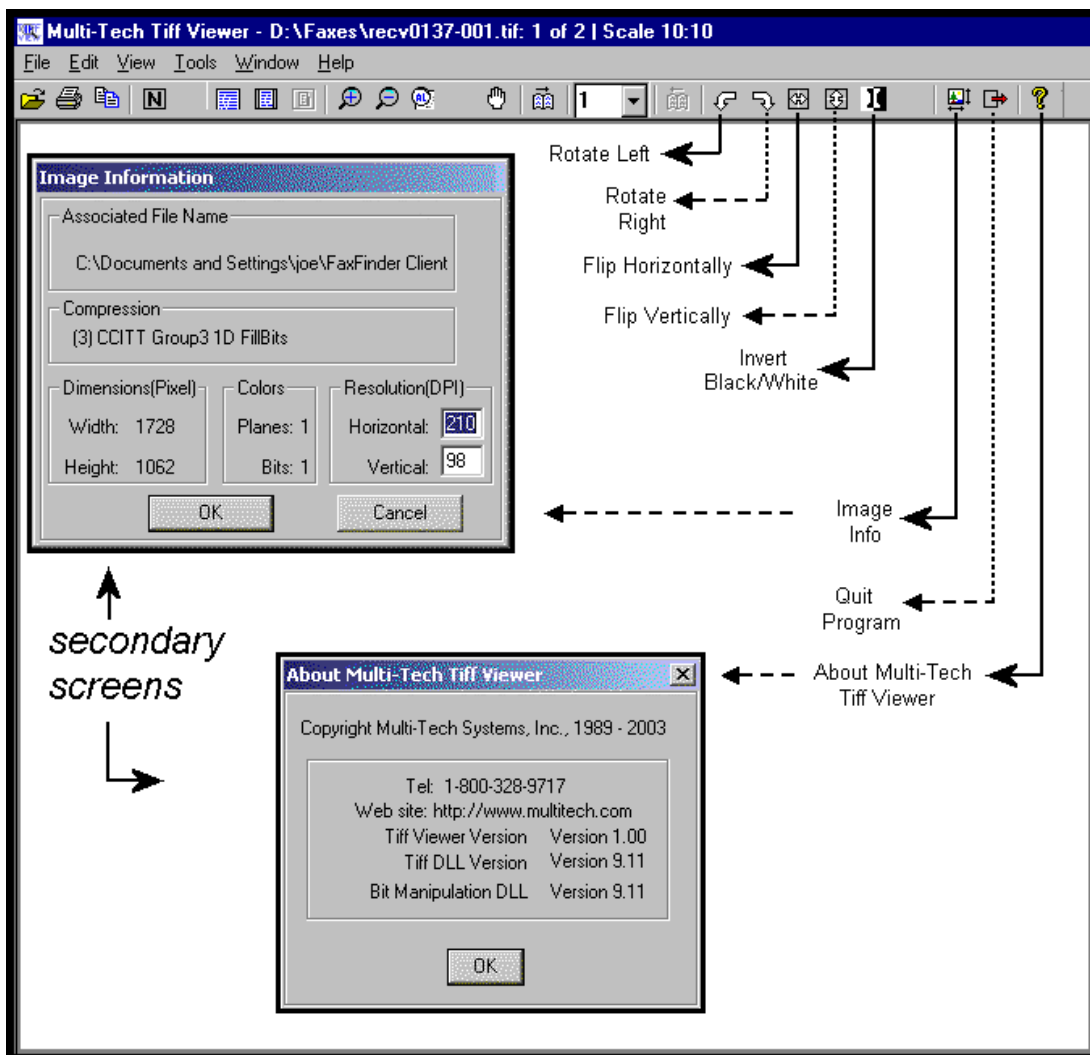
Using the Multi-Tech Tiff Viewer

The Multi-Tech Tiff Viewer program has a variety of features that enhance the viewing of fax messages in graphic file form (thumbnails, zooming, spot magnification, scrolling, rotating, etc.). The program can also manipulate and permanently alter the graphic files.

Frequently Used Commands – Toolbar Icons

The most commonly used functions are available as icons on the toolbar. In the next three diagrams, we label and describe the functions of these icons.



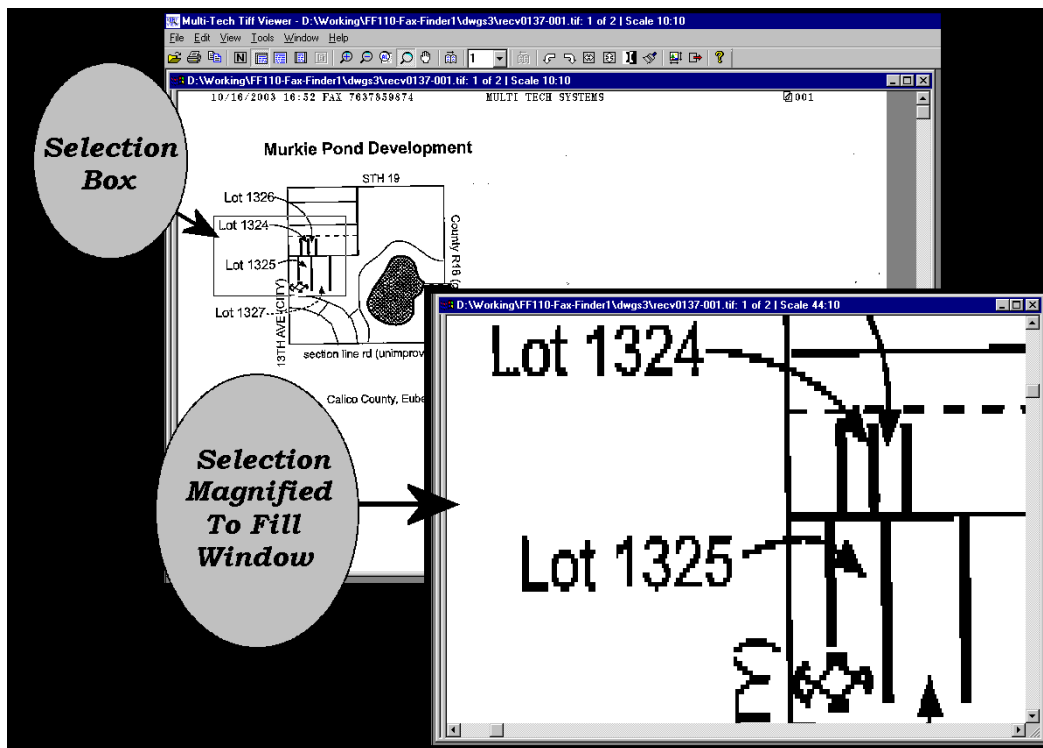


While most of these features are common to many graphical programs, some warrant a bit of explanation.

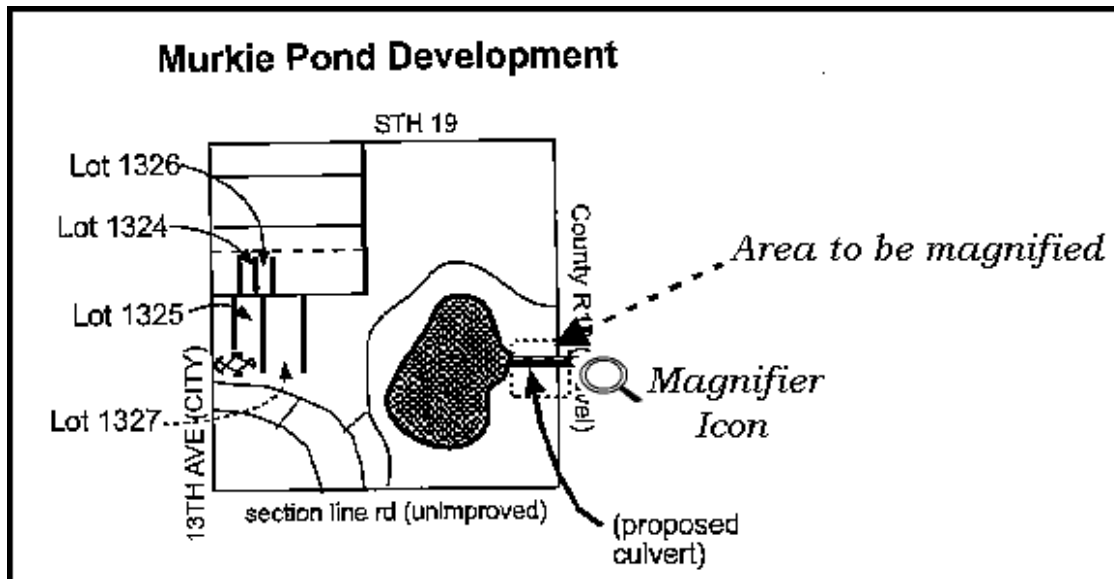
Copy. The Copy function allows you to copy the fax file and insert it into a different application program. See “Importing Fax Images into Other Application Programs” below.

Panning (Omni-Directional Scroll). The “hand” icon allows you to bring any desired portion of the image into view.

Zoom to Selection. Click and drag with the mouse over the rectangular area you would like to view. The Multi-Tech Tiff Viewer zooms in sufficiently to fill the screen with the selected area.

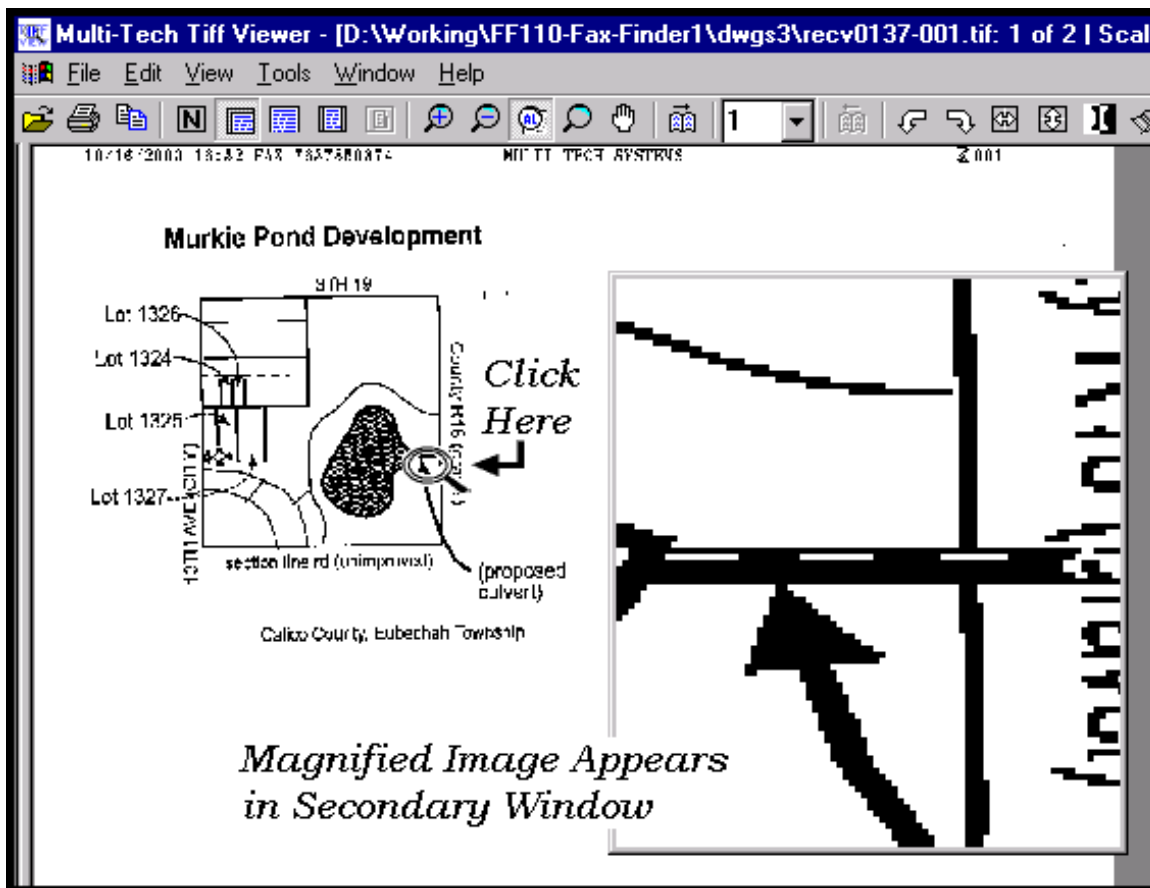


Spot Magnifying Glass. In this viewing mode, a magnifying glass icon (cursor) appears.

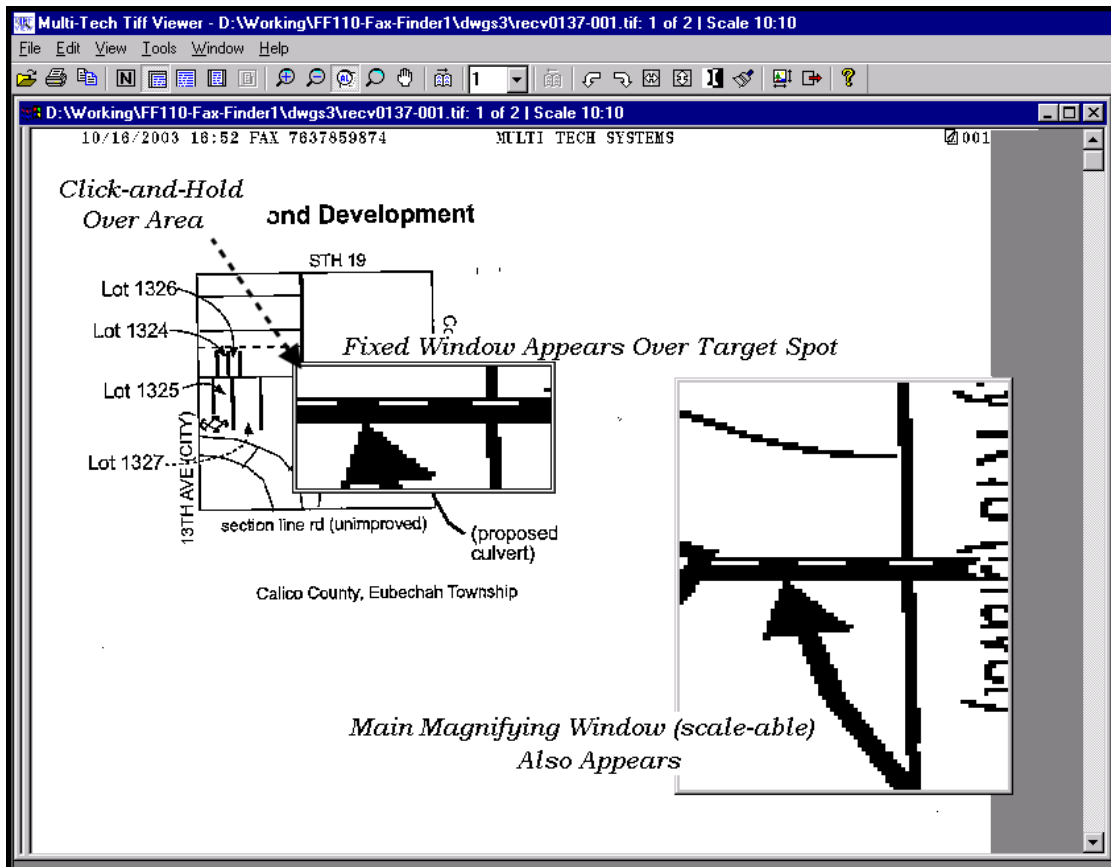


It can be used in one of three ways to magnify any portion of the image: (a) Click over Area, (b) Click-and-Hold Over Area, (c) Scan the Graphic.

Click over Area. A secondary window will appear that shows the 'clicked-on' area magnified. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking, holding, and dragging.



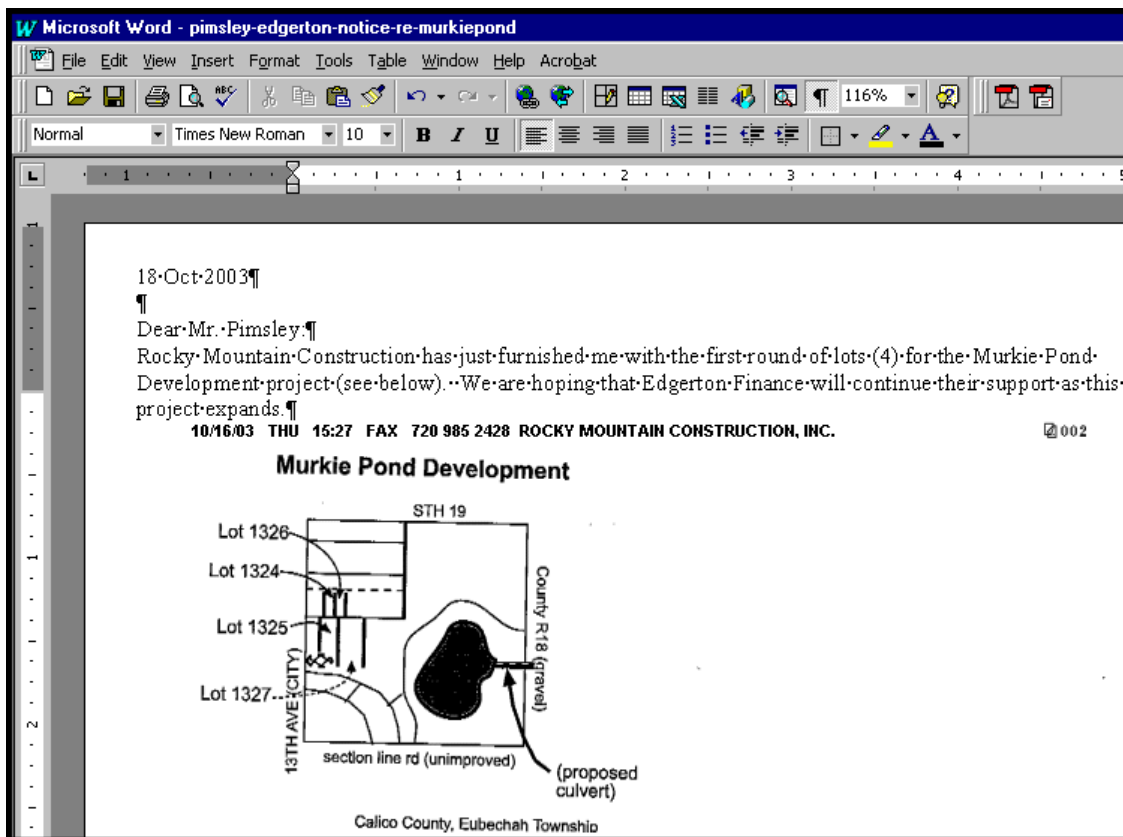
Click-and-Hold over Area. Two additional windows will appear. The cursor itself becomes a small secondary window of fixed size. The same image also appears on a third window. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking and dragging.



Scan the Graphic. If you *click, hold, and drag*, you can scan the image in a magnified view. Two magnifying windows will appear as in the "Click-and-Hold Over Area" description above.

Importing Fax Images into Other Application Programs

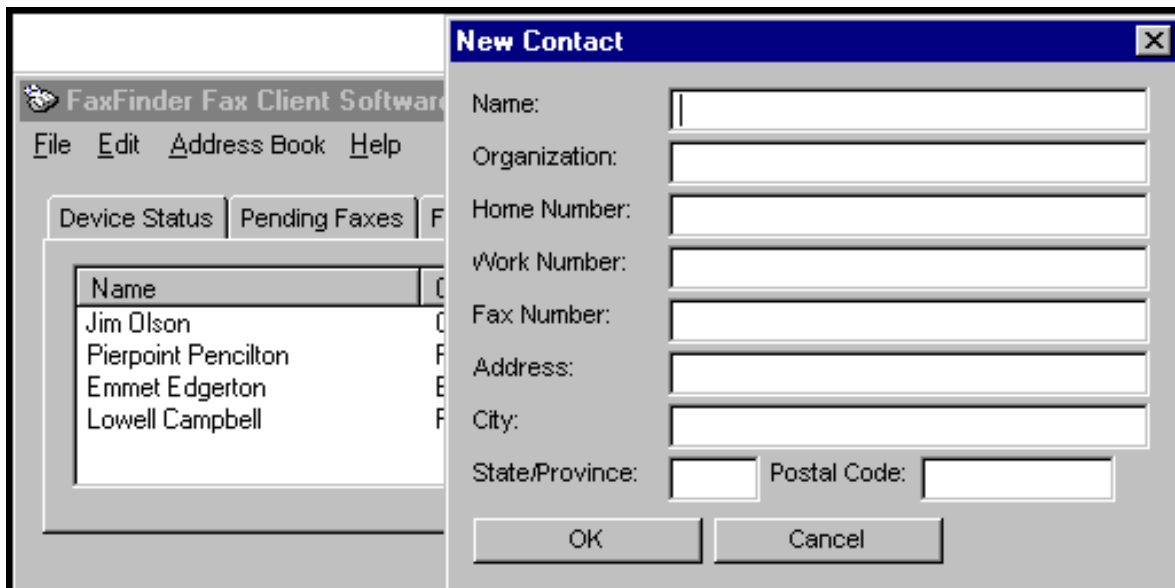
The **Copy** command in the Multi-Tech Tiff viewer program allows you to import the fax image into other application programs. In the illustration below, a fax has been **Copied** from the Multi-Tech Tiff viewer program and **Pasted** into a Microsoft Word document.



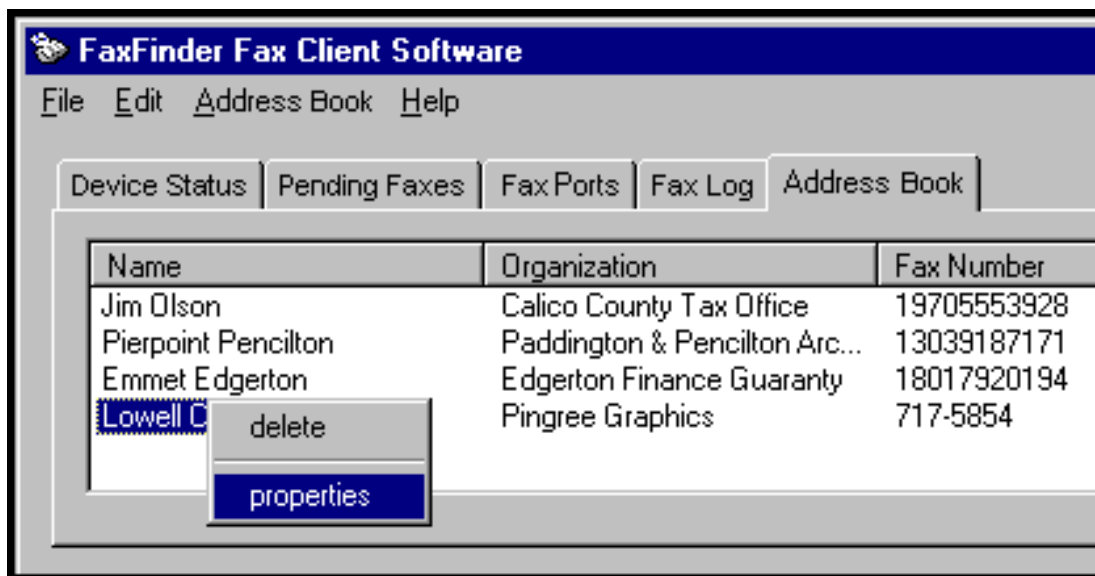
Setting up Your Address Book Manually

The Address Book in the FaxFinder Client Software adds significant convenience to the system. When recipient contact information has been entered in the Address Book, this information will appear automatically in the corresponding fields of the fax cover page.

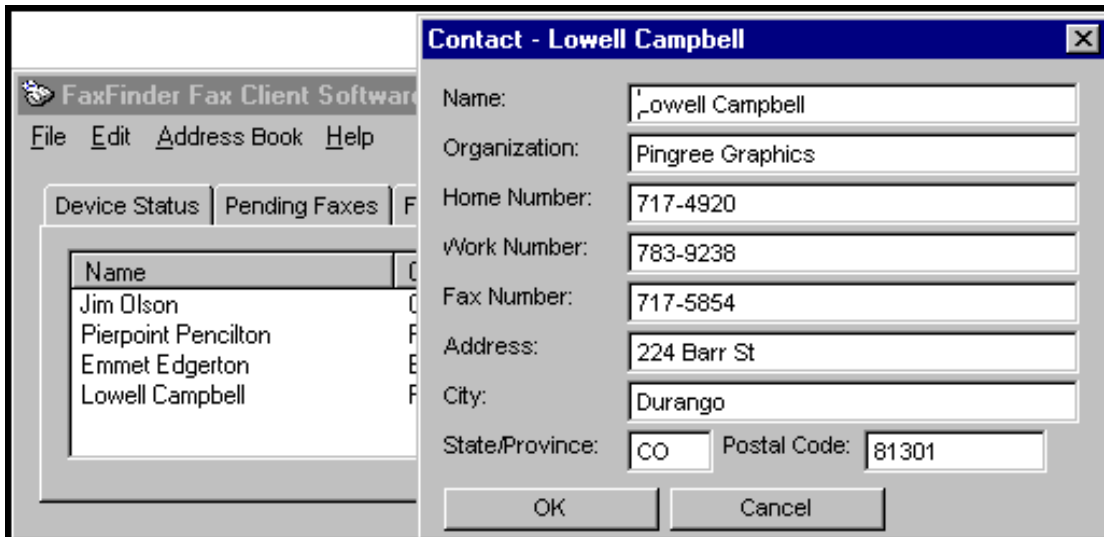
1. In the **FaxFinder Fax Client Software** screen, click on the “Address Book” tab.
2. In the **Edit** menu, select “Add Contact.”
3. In the appropriate fields of the **New Contact** screen, enter information about the fax recipient.



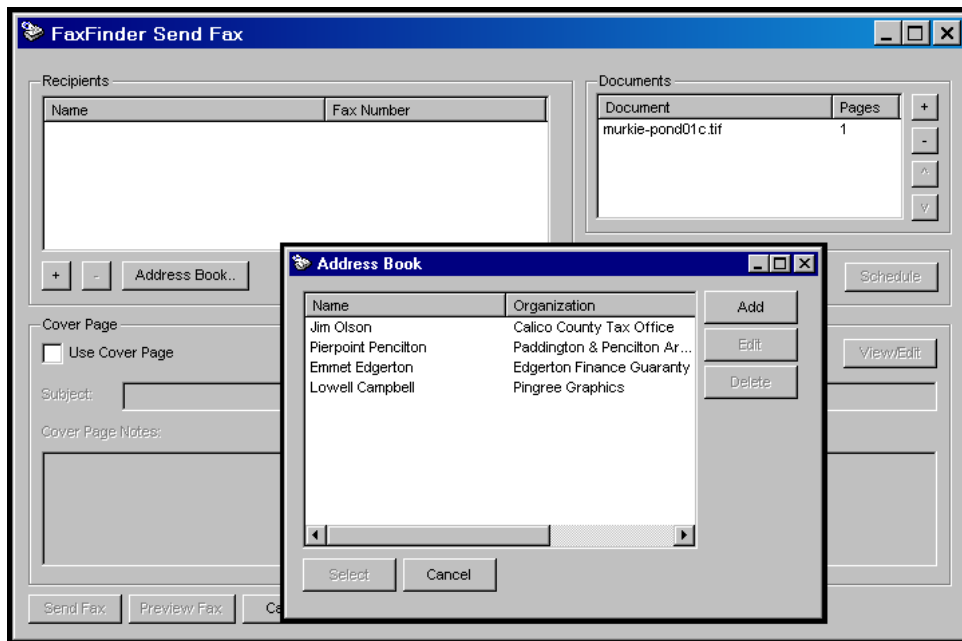
4. After an entry has been made in the Address Book, you can view and revise it. In the Address Book list, right-click on the name of the contact about whom you wish to review address information and select **Properties**.



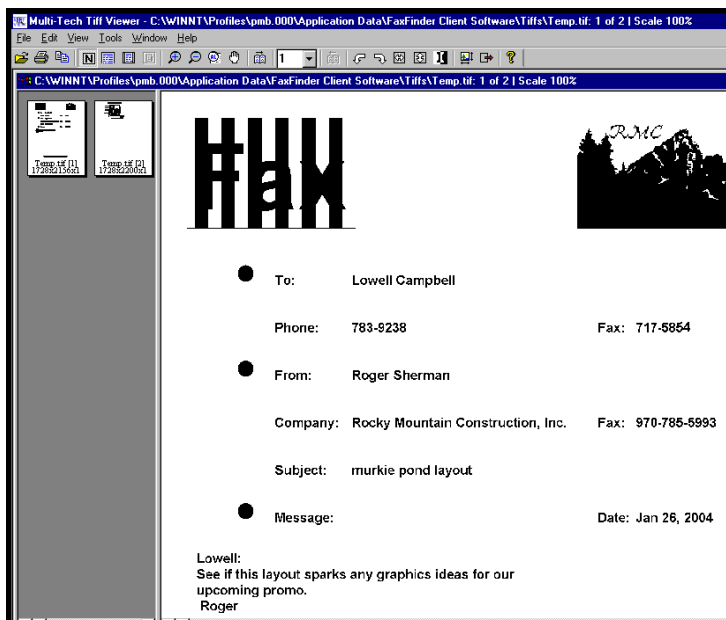
5. A **Contact – Recipient** screen will appear presenting the contact info for this particular recipient.



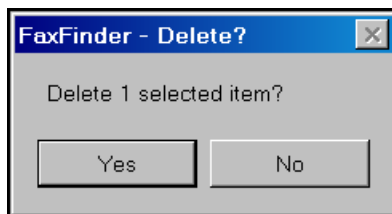
6. When you click on “Address Book” at the **FaxFinder Send Fax** screen, this same contact list will appear.



7. When you select an item from this list and select **Use Cover Page**, contact info will be added automatically to the appropriate fields of the cover page.



8. To delete an entry from your Address Book, select the entry and right-click on it. In the menu that appears, select **delete**. In order to complete the deletion command, you must click "Yes" in the confirmation screen.



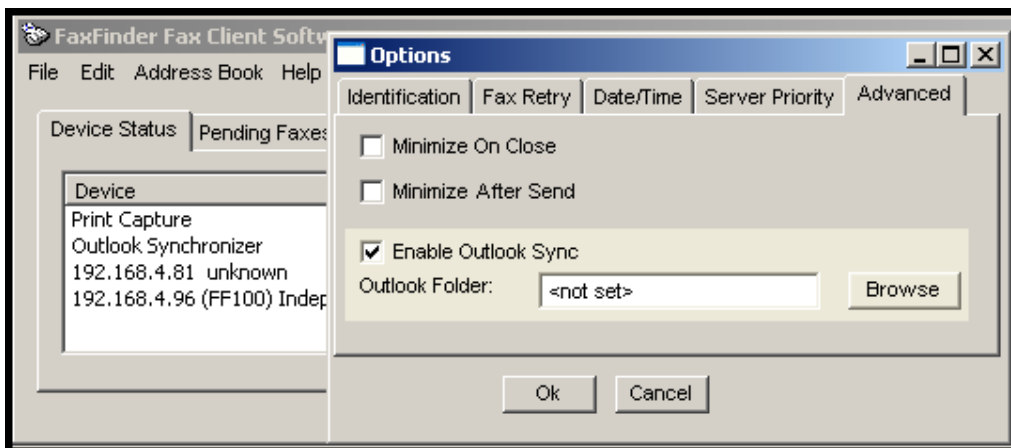
Setting up Your Address Book by Synchronizing with Outlook

What Synchronization Means

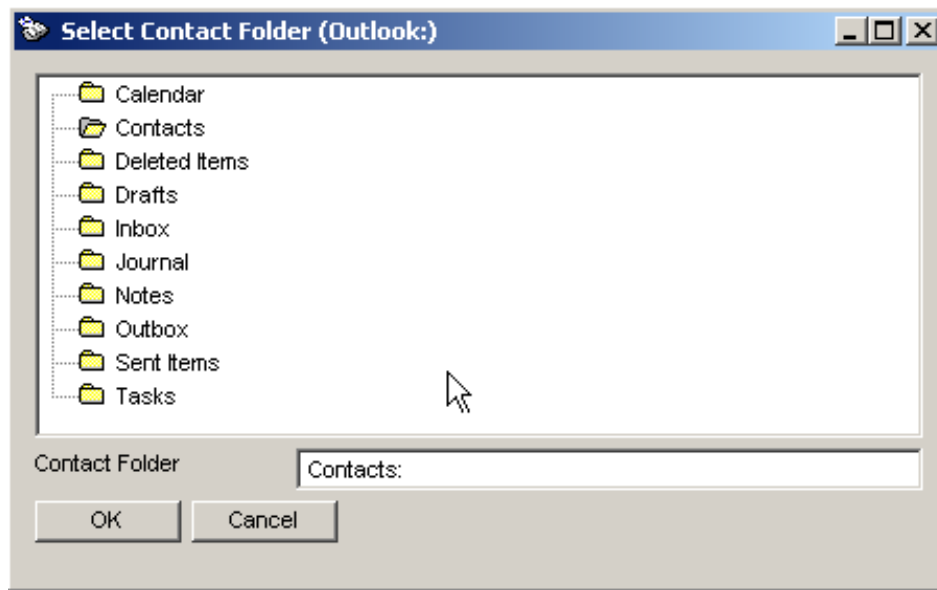
During synchronization, entries from the FaxFinder Client Address Book and from the specified folder of MS Outlook are merged into one list saved in both applications. When “Synchronize With Outlook” command is invoked in the FaxFinder Client software, each list is updated with changes from the other.

Synchronization Procedure

1. In Microsoft Outlook, view the folder from which you want to be able to transfer fax numbers to the FaxFinder Client Address Book. Confirm that you want those entries in your FaxFinder Client Address Book. If so, proceed. (For example, you might select the “Contacts” folder in Outlook as your source of existing fax numbers).
2. In the FaxFinder Fax Client Software, go to **File | Options | Advanced** and click on “Enable Outlook Sync.”



3. Click on **Browse**. Select the desired folder from the **Select Contact Folder (Outlook:)** screen. Click **OK**. If a confirmation screen appears, click **OK**.

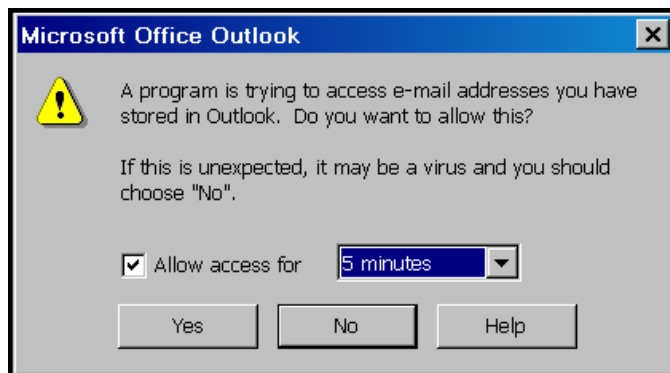


At the **Options** screen, click **OK**.

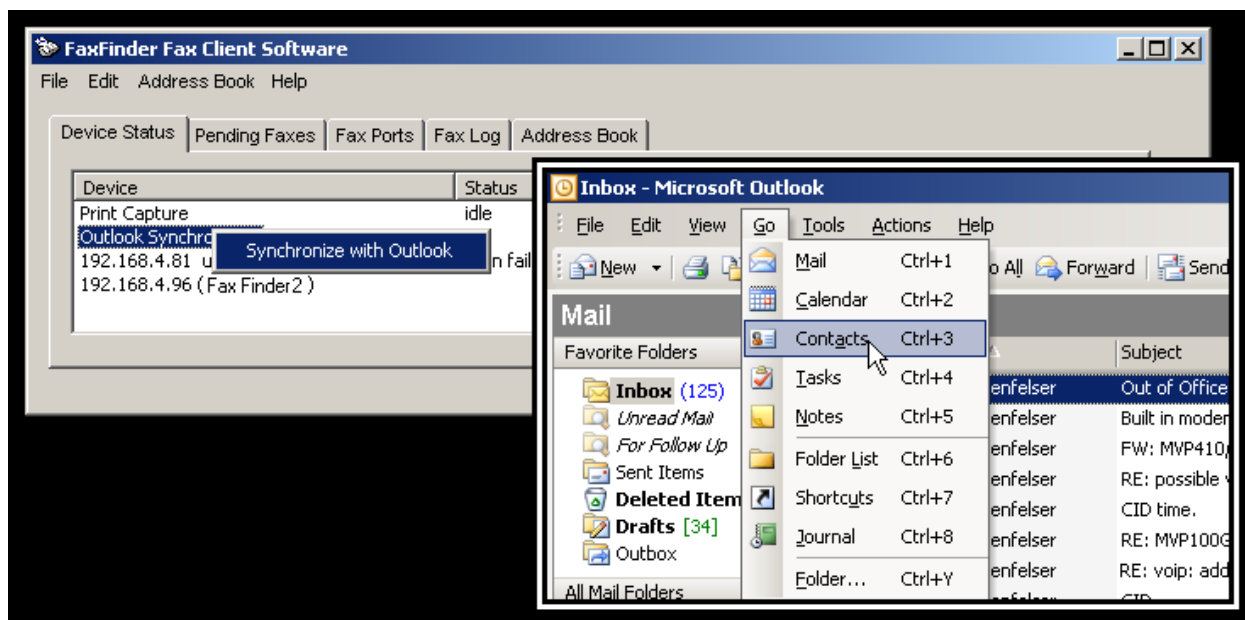
4. In the FaxFinder Fax Client Software, go to the Device Status tab and select **Outlook Synchronizer** in the "Device" list.

5. Right-click on Outlook Synchronizer and select **Synchronize with Outlook**.

The attempt to synchronize the FaxFinder Address Book with MS Outlook will cause Outlook to present a security screen at which you must click the “Allow access for” checkbox and choose a *<time period>* from the drop-down menu. For a large address book, five minutes should be adequate time for the synchronization to be completed. Then click **Yes**.



The Outlook Contact information will be copied into the FaxFinder Address Book. Entries from the FaxFinder Address Book (if any) will also be copied into the Outlook Contact list. A relationship will be created between the corresponding entries for future synchronizations.



Setting Up Address Books with CSV Files

Files in CSV format (comma separated values) consist of spread-sheet data presented in ASCII (plain text) form. As such, the data can be transferred between different application programs. Many common programs (like MS Excel and MS Outlook) can do both importing and exporting of CSV files.

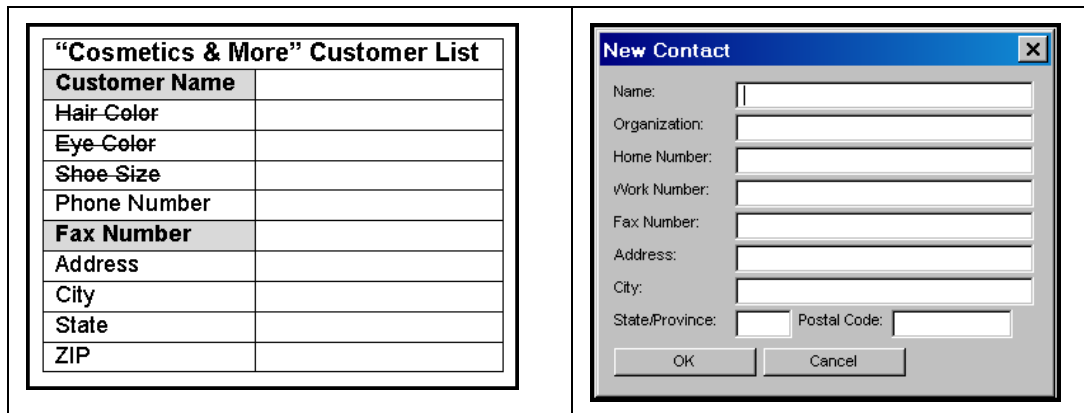
The FaxFinder Client software can also do both importing and exporting of CSV files.

Typically, the reason a FaxFinder client-user would export his/her FaxFinder Address Book into a CSV file format would be to share entries with another FaxFinder client-user. A FaxFinder client-user might also import a CSV file from another application (for example, both MS Outlook and MS Excel files can be exported into CSV format) in order to expand his/her FaxFinder Address Book.

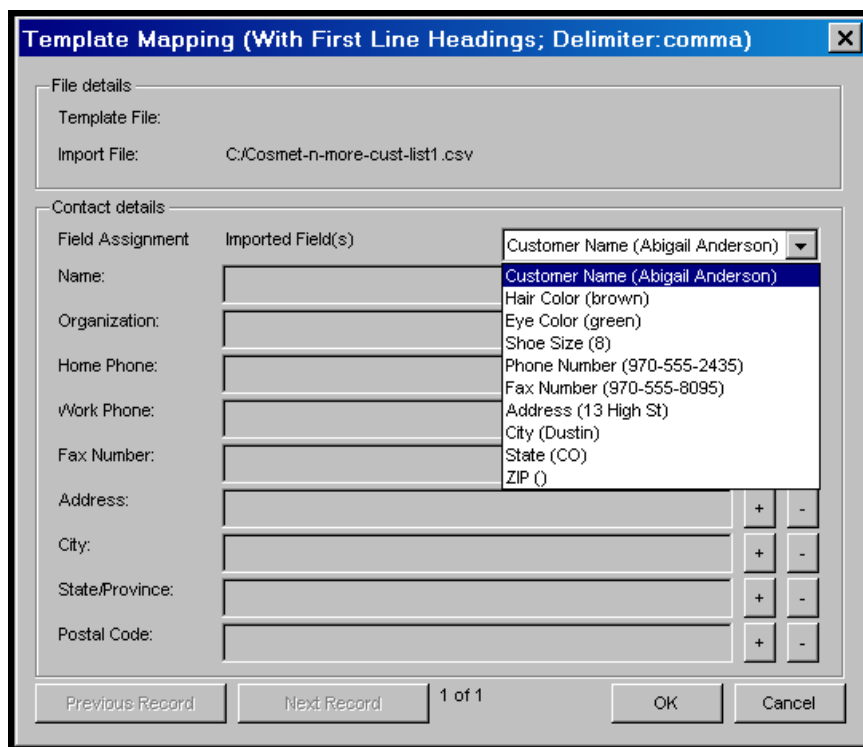
To import a CSV file, a template file is needed to map the fields of the source file into the appropriate corresponding fields of the destination database. For client-to-client imports, a standard template file is included with the FaxFinder client software making such imports very easy. There is, after all, a one-to-one correspondence of the data fields.

When importing to your FaxFinder Address Book from other sources, there generally will not be a one-to-one correspondence between the data fields and so a customized template will be needed to map the data fields properly.

Suppose you had a list of potential customers exported to CSV format from an MS Excel spreadsheet and, for each customer, there were 10 fields of data, including their names and fax numbers. To import this information into the FaxFinder Address Book (which has 9 fields of data in an established order), you would have to specify that each customer name and fax number from this CSV file gets transferred into the **Name** and **Fax Number** fields of the FaxFinder Address Book. Other fields from the customer list might fit into other FaxFinder Address Book fields, as well, but some fields may not fit.

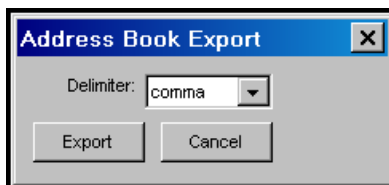


To map the fields from the CSV file to the FaxFinder Address Book format, you create a custom template file using the FaxFinder's Template Mapping screen.

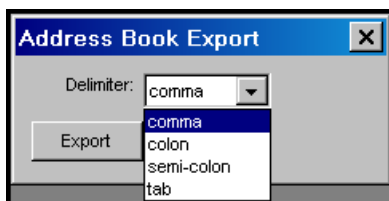


Exporting a FaxFinder Address Book to CSV File Format

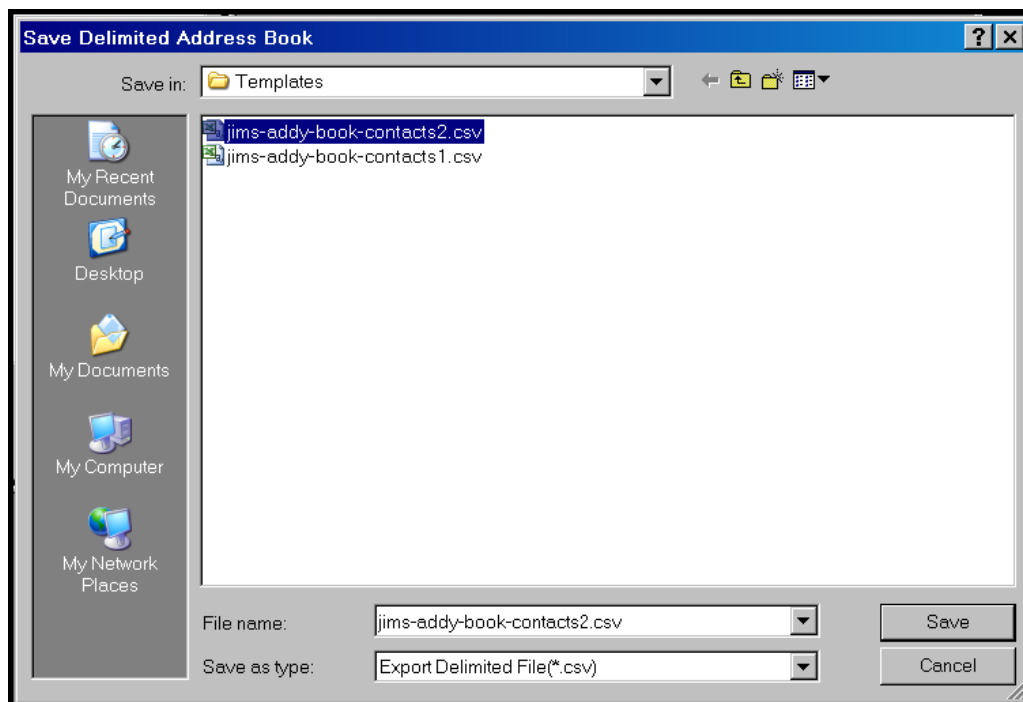
1. At the FaxFinder Client software, go to **Address Book | Export**. The **Address Book Export** screen will appear.



2. Use the “Delimiter” drop-down list to choose the kind of character that will be used to separate the fields of information in the Address Book entries.

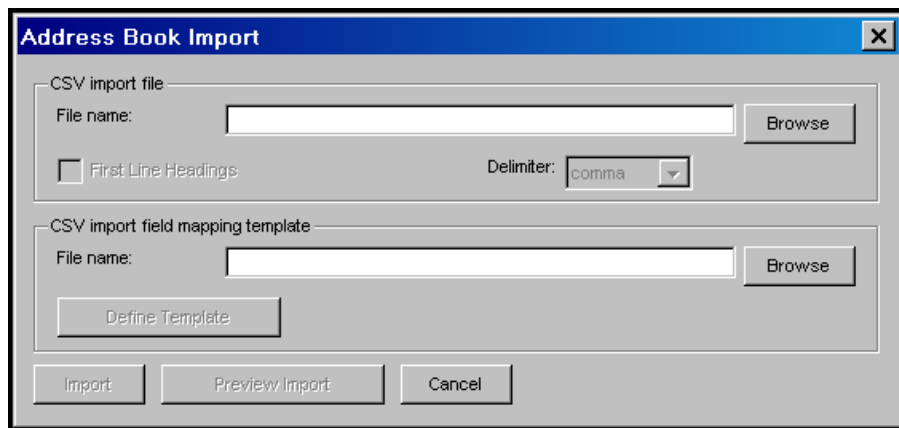


3. Click **Export**.
4. The **Save Delimited Address Book** screen will appear. Save the CSV file with an appropriate filename.



Importing CSV Files into FaxFinder Address Book with Fitted Template

1. In the FaxFinder Fax Client software, go to **Address Book | Import**. The **Address Book Import** screen will appear.



2. Under “CSV Import file,” click **Browse**. A list of CSV files will appear. Select the CSV file that you want to import. (The CSV file will likely be a file outputted from MS Outlook or a file containing contacts from another client-user of the FaxFinder system.)
3. A delimited file can be exported with or without a first row that defines the columns. Check the **First Line Headings** checkbox if the import file has first line headings.
4. In the **Delimiter** dropdown menu, choose the delimiter used in the CSV file (comma, semicolon, colon, or tab).
5. Under CSV import field mapping template, click **Browse**. Select the template file (the file extension is **.yml**) that is needed to map the entries of the CSV file into the fields of the FaxFinder’s **New Contact** screen. (If the CSV file is one that was exported from another FaxFinder client user, you will need the **FaxFinder Client Import_template.yml** template file.)

6. To find out whether or not the new entries are being properly placed into the Address Book format, click **Preview Import**. The **Template Mapping** screen will appear.

The screenshot shows a dialog box titled "Template Mapping (No First Line Headings; Delimiter:co...)" with a close button. It is divided into two sections: "File details" and "Contact details".

File details:

- Template File: C:/Documents and Settings/pmb/.../silvermine-template1.yml
- Import File: C:/Documents and Settings/pmb/.../jims-phonebook1.csv

Contact details:

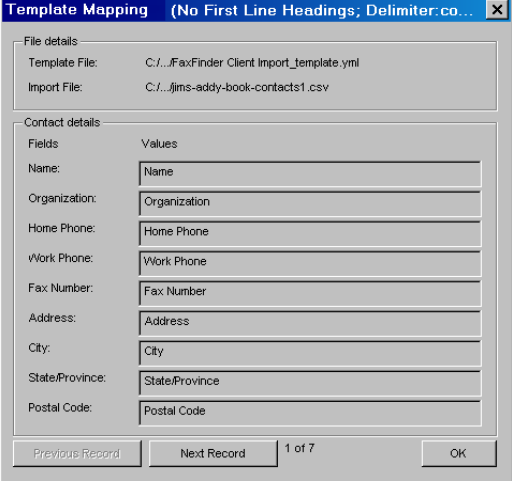
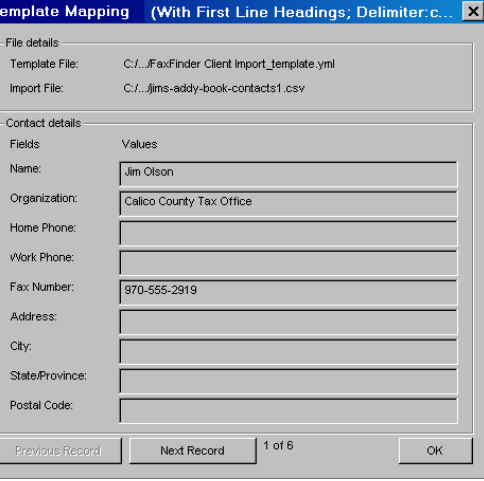
Fields	Values
Name:	Pierpoint Pencilton
Organization:	Paddington & Pencilton Architects
Home Phone:	
Work Phone:	
Fax Number:	970-555-7928
Address:	
City:	
State/Province:	
Postal Code:	

At the bottom, there are three buttons: "Previous Record", "Next Record" (which is highlighted with a dashed border), and "OK". To the right of the "Next Record" button, it says "3 of 7".

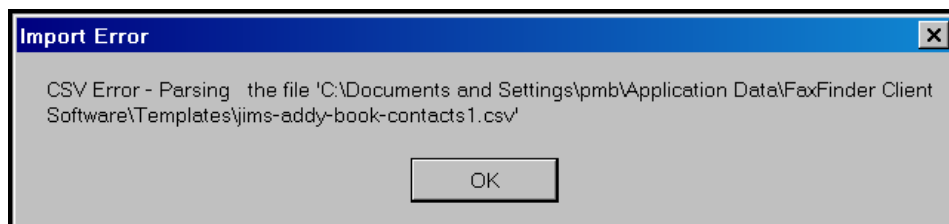
Use the **Next Record** and **Previous Record** buttons to page through the entries as they would appear if you proceed with importing. If the entries are to your liking, click **OK**.

If the entries are not properly organized, you may need to adjust your **Delimiter** and/or **First Line Heading** settings. Or, you may need to modify the template (see "Importing CSV Files into FaxFinder Address Book with a Customized Template" later in this chapter).

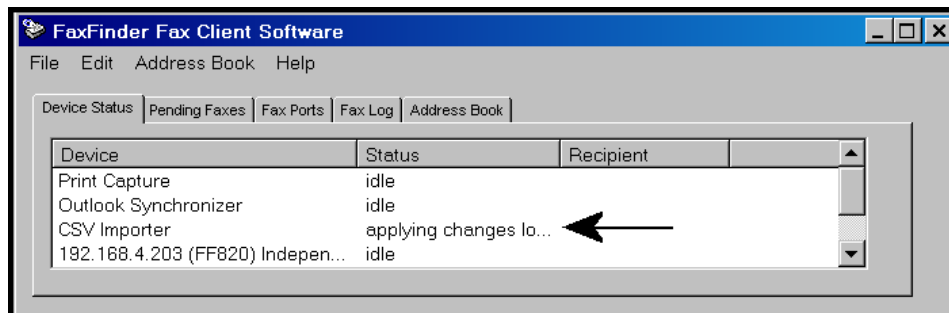
For example, if the first record has a literal value of “Name” in the **Name** field, a literal value of “Organization” in the **Organization** field, etc., then your import CSV file did indeed have First Line Headings and you may have failed to check the “First Line Heading” check box. To clean up your file import, you must correct this by checking the First Line Heading checkbox.

<p>Using Preview Import to Correct Import Problems Here the import file had included <i>first-line headings</i> but the First Line Headings checkbox was not checked. The consequence of this mistake is to have a meaningless entry in your Address Book.</p>	<p>Corrected File. After the First Line Headings checkbox has been checked, the meaningless entry is no longer present.</p>
	

If you attempt to import with the wrong delimiters (suppose the import CSV file is delimited by commas and you attempt to import it using semicolons as the delimiters), then an error message will appear.



7. Click **Import**. The importing activity will be indicated in the Device Status tab of the FaxFinder Fax Client Software screen.



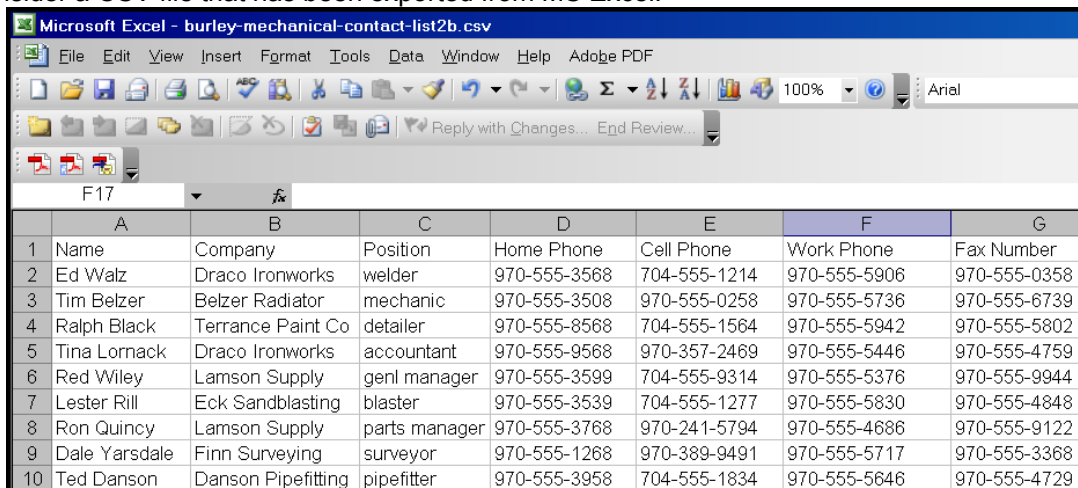
8. The new entries from the CSV file will now appear in your **Address Book**.

Importing CSV Files into FaxFinder Address Book with a Customized Template

CSV contact lists can be created in many applications (MS Outlook, MS Excel, Notepad, etc.). In general, those contact lists may contain information that does not fit directly into the format of the FaxFinder's New Contact screen.

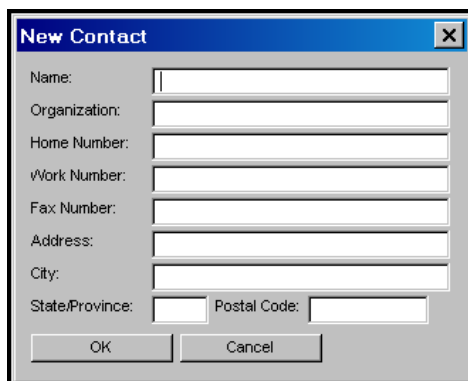
Suppose a useful CSV file exists but its contents (data fields) are not in the same order as data in the **New Contact** screen. Or suppose that useful CSV file contains extra information beyond the fields of the New Contact screen. In such cases, you will have to create a template file (with file extension **.yml**) that properly maps the useful information from that CSV file into the format of the **New Contact** screen.

1. Consider a CSV file that has been exported from MS Excel.



	A	B	C	D	E	F	G
1	Name	Company	Position	Home Phone	Cell Phone	Work Phone	Fax Number
2	Ed Walz	Draco Ironworks	welder	970-555-3568	704-555-1214	970-555-5906	970-555-0358
3	Tim Belzer	Belzer Radiator	mechanic	970-555-3508	970-555-0258	970-555-5736	970-555-6739
4	Ralph Black	Terrance Paint Co	detailer	970-555-8568	704-555-1564	970-555-5942	970-555-5802
5	Tina Lornack	Draco Ironworks	accountant	970-555-9568	970-357-2469	970-555-5446	970-555-4759
6	Red Wiley	Lamson Supply	genl manager	970-555-3599	704-555-9314	970-555-5376	970-555-9944
7	Lester Rill	Eck Sandblasting	blaster	970-555-3539	704-555-1277	970-555-5830	970-555-4848
8	Ron Quincy	Lamson Supply	parts manager	970-555-3768	970-241-5794	970-555-4686	970-555-9122
9	Dale Yarsdale	Finn Surveying	surveyor	970-555-1268	970-389-9491	970-555-5717	970-555-3368
10	Ted Danson	Danson Pipefitting	pipefitter	970-555-3958	704-555-1834	970-555-5646	970-555-4729

Compare the field structure of this file to that of the **New Contact** screen of the FaxFinder client Address Book.



New Contact

Name:

Organization:

Home Number:

Work Number:

Fax Number:

Address:

City:

State/Province: Postal Code:

OK Cancel

Because this CSV file contains extra fields (like "Position" and "Cell Phone") that are not in the FaxFinder Address Book **New Contact** screen, a new template will need to be created to map its information into the FaxFinder Address Book.

- In the FaxFinder Client software, go to **Address Book | Import**. The Address Book Import screen will appear. Browse to find the CSV file that you want to import.

- Click **Define Template**. The **Template Mapping** screen will appear. The **Imported Fields** drop-down box presents a list of all of the fields present in the CSV file.

- Click on the **Imported Fields** drop-down box and select the field name from the CSV file that matches (or most closely matches) the name of the New Contact screen field into which that information will be placed.

- Then click **+** to map that selected field from the CSV file to the corresponding field in the New Contact screen.

6. When one field name from the drop-down list has been added (with the + button), the next CSV field name in the drop-down list will appear. Click + on the next line to associate that CSV field with the next New Contact screen field (if the association makes sense). Sometimes the field names will differ but it will be appropriate to map the CSV field to the New Contact screen field anyway. (For example, the “Company” field from the CSV file can logically be mapped to the “Organization” field of the New Contact screen.)

Contact details		
Field Assignment	Imported Field(s)	
	Position (welder)	▼
Name:	Name (Ed Walz)	+ -
Organization:	Company (Draco Ironworks)	+ -

7. When the field names from the CSV file cannot logically be mapped from the CSV file to the New Contact screen (for example, the “Position” field from the CSV file cannot be logically mapped to any New Contact screen fields), skip that CSV field.

Contact details		
Field Assignment	Imported Field(s)	
	Position (welder)	▼
Name:	Name (Ed Walz)	+ -
Organization:	Company (Draco Ironworks)	+ -
Home Phone:		+ -

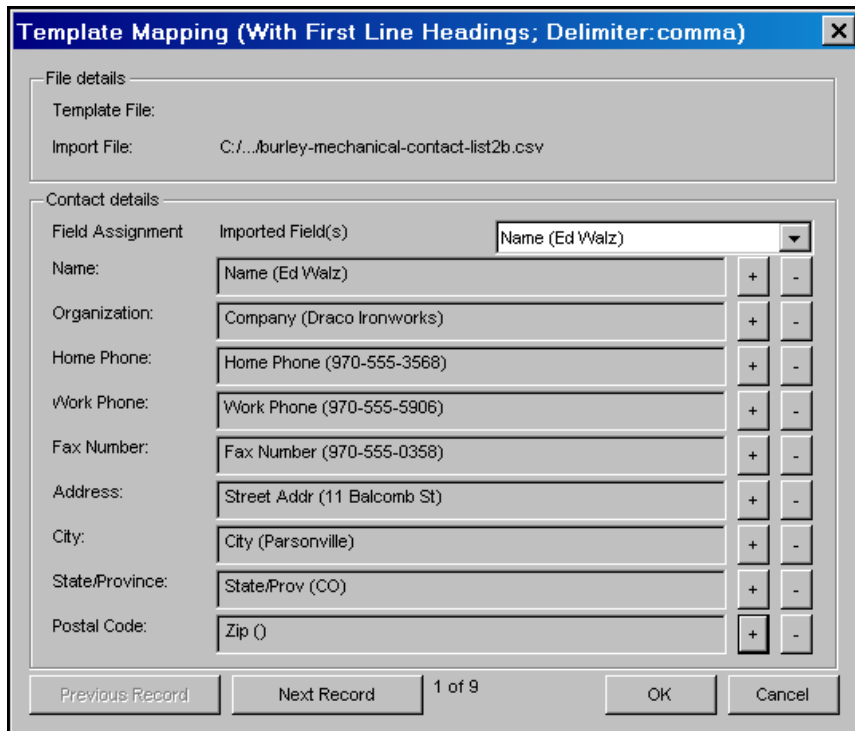
8. Search in the Imported Fields drop-down list for appropriate CSV fields and use the + button to map such CSV fields to **New Contact** screen fields as needed.

Contact details		
Field Assignment	Imported Field(s)	
	Home Phone (970-555-3568)	▼
Name:	Name (Ed Walz)	Name (Ed Walz) Company (Draco Ironworks) Position (welder) Home Phone (970-555-3568)
Organization:	Company (Draco Ironworks)	
Home Phone:		Cell Phone (704-555-1214) Work Phone (970-555-5906)

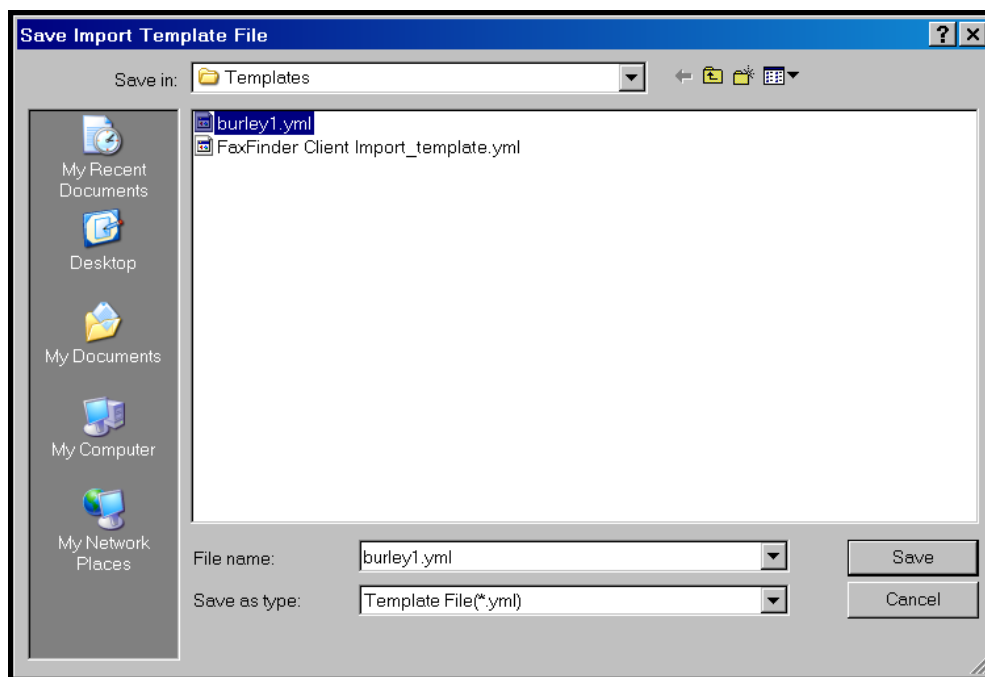
9. Use the – button on any line to delete an unwanted mapping.
10. The CSV file may have more or fewer fields than the **New Contact** screen.

In any event, you must map a fax recipient **Name** and a **Fax Number** from the CSV file to the New Contact screen to create valid entries in the FaxFinder Address Book.

Finish mapping all appropriate CSV fields to New Contact screen fields.



11. When the mapping is complete, click **OK**. You will then be prompted to name the template file that you have just created to accommodate this CSV file.



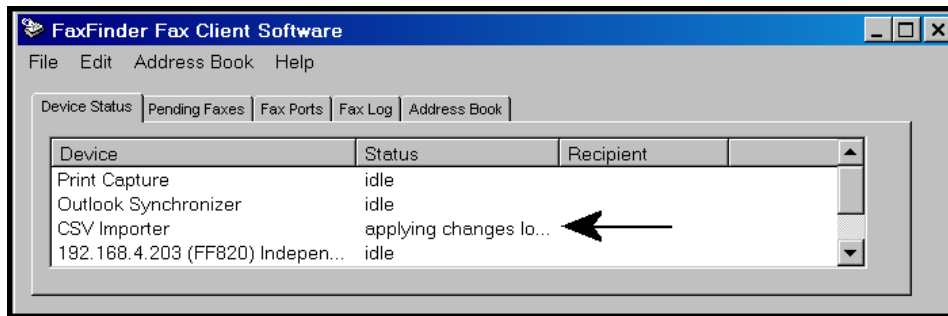
12. The **Address Book Import** screen will return. It will list both the CSV import file and the template file you have just created.

13. To confirm that the field mapping is appropriate, click on **Preview Import**. At this screen, you can view each entry before importing. If the entries are correct, click **OK** to return to the **Address Book Import** screen.

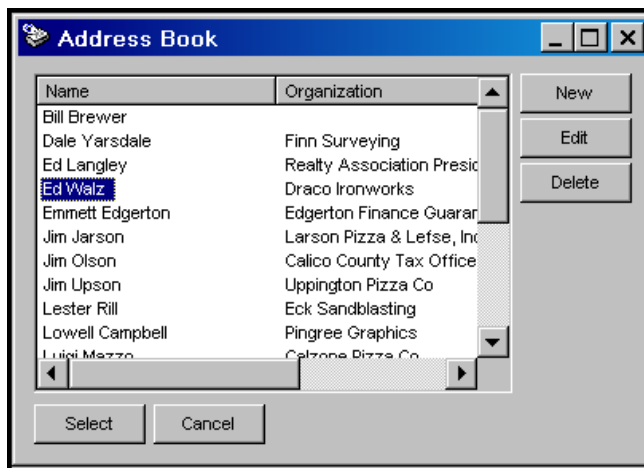
Fields	Values
Name:	Ed Walz
Organization:	Draco Ironworks
Home Phone:	970-555-3568
Work Phone:	970-555-5906
Fax Number:	970-555-0358
Address:	11 Balcomb St
City:	Parsonville
State/Province:	CO
Postal Code:	

14. If the entries are not right, you can use the **Modify Template** command to revise the template as needed.

15. When you are satisfied that the mapping is set up correctly, click **Import** at the **Address Book Import** screen. The importing activity will be indicated in the Device Status tab of the FaxFinder Fax Client Software screen.



16. The new entries from the CSV file will now appear in your **Address Book**.



Transferring an Established Standard FaxFinder Address Book to a New Client-User

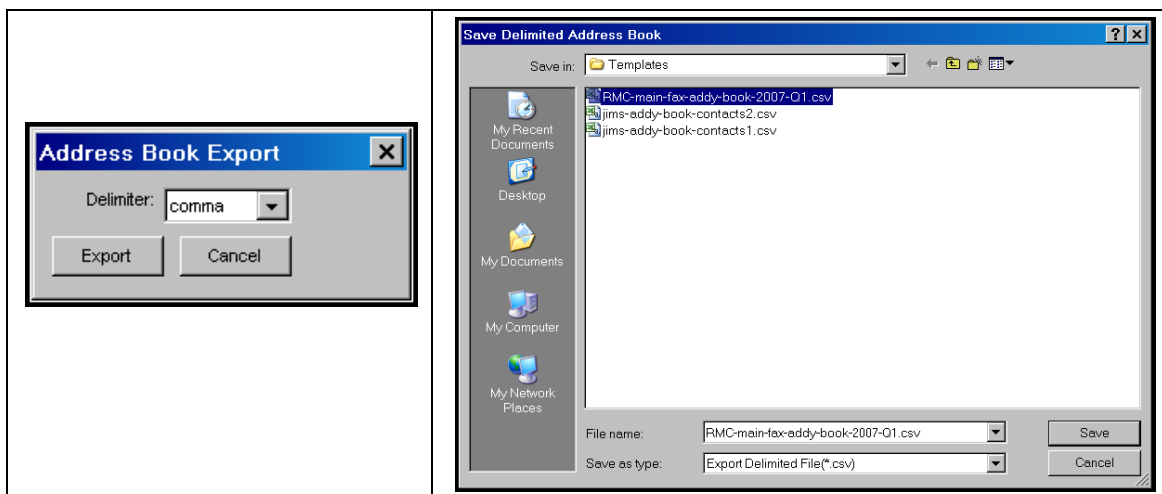
A FaxFinder Address Book can be created in any of several ways: new contacts can be added manually, they can be added when faxes are being sent, they can be added by synchronizing with Outlook, and they can be added by importing CSV files.

In many cases, it will be desirable that all members of an organization have access to a 'starter' Address Book with a common/standard set of contact entries that might be useful to everyone in the organization. Thereafter, each individual client-user can modify his/her Address Book as needed.

Therefore, it may be important to have an established 'standard' Address Book to furnish to a new client-user. To provide such a 'standard' starter Address Book for new client-users, follow the steps below.

1. The FaxFinder Administrator (or other keeper of the standard Address Book) should export his/her Address Book with an appropriate file name.

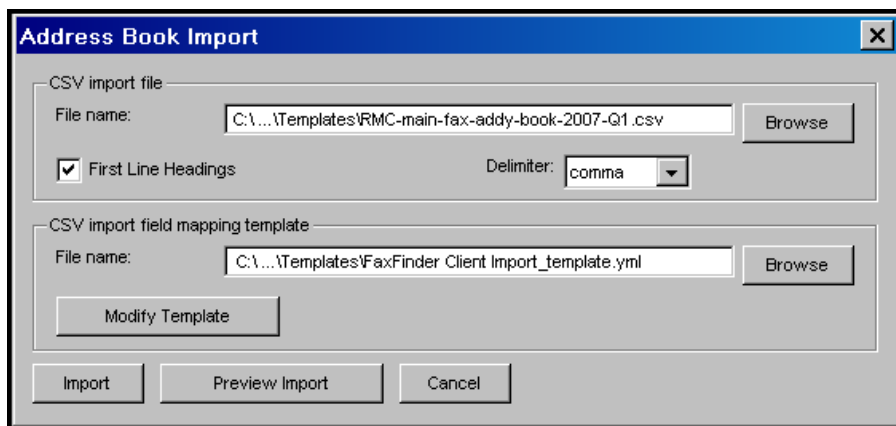
At the FaxFinder Client software, go to **Address Book | Export**. Choose the required delimiter from the "Delimiter" drop-down list. Then, at the **Address Book Export** screen, click **Export**.



Save the CSV file with an appropriate filename.

2. The FaxFinder Administrator should then send the standard Address Book CSV file to the new client-user by email. Include advice about whether or not First Line Headings are used in the standard Address Book.
3. The new client-user must put the Standard Address Book CSV file into a convenient directory on his/her computer.

4. At the FaxFinder Client software, the new client-user should go to **Address Book | Import**. At the Address Book Import screen, the client-user should browse to the established CSV import file at the top of the screen and browse to the standard client-to-client import template file in the lower part of the screen (the file name will be **FaxFinder Client Import_template.yml** or something similar and this file will be available as soon as the client software is installed).



5. The new client-user should click **Import**. The organization's 'standard' Address Book will then be installed and available for use by the new client-user.

Cover Pages

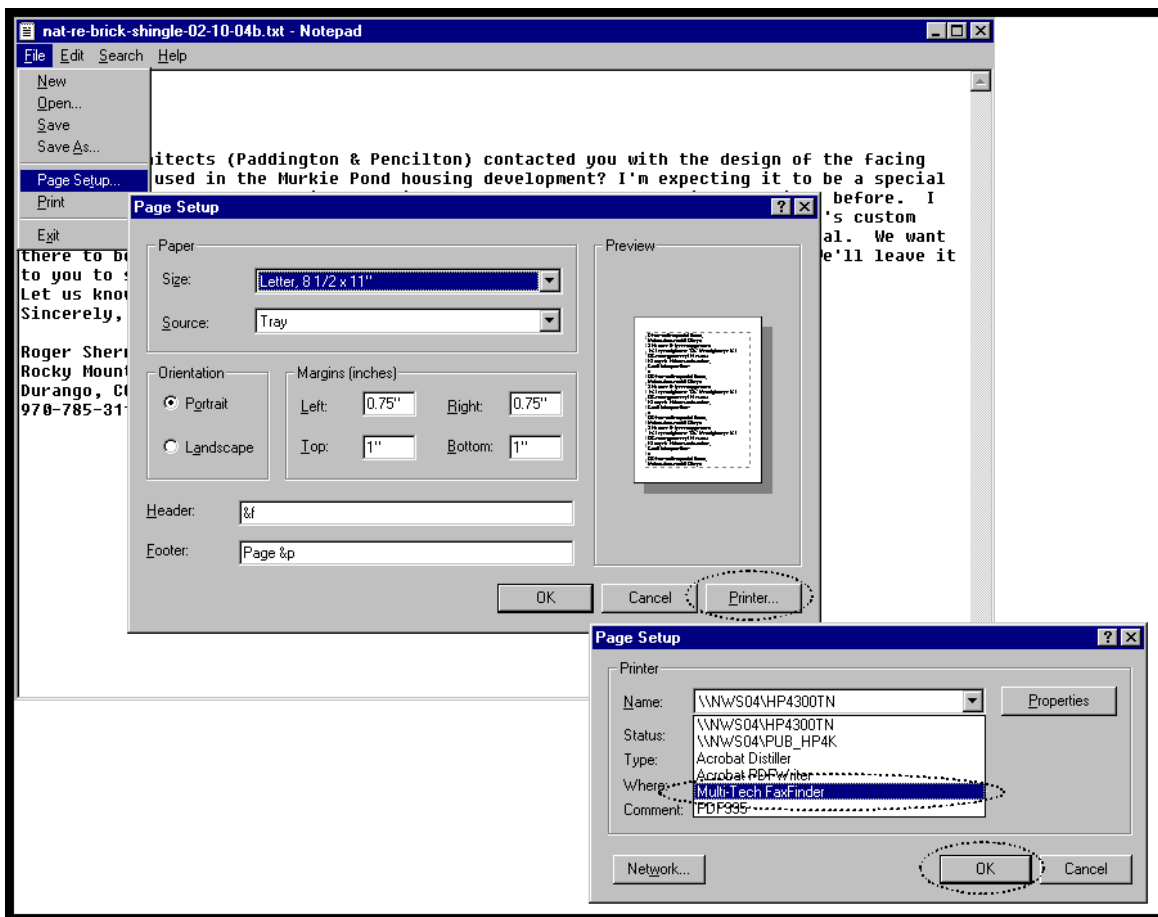
Faxes are often accompanied by a cover page that specifies from whom it was sent, to whom it was sent, the date, and other details about the sending and receiving parties.

Using Stock Cover Pages

The FaxFinder system offers several ready-made (stock) cover pages that can be used. These stock cover pages can also be modified or customized to meet individual needs (see “Creating or Modifying Cover Page Styles” later in this chapter).

In this section, we present an example of using a stock cover page.

1. We will send the fax from the **Windows Notepad** program. (In this program, one sets the printer by going to **File | Page Setup | Printer | Properties | Name** and, in the drop-down list, set “Multi-Tech FaxFinder” as the target printer, and click **OK**).

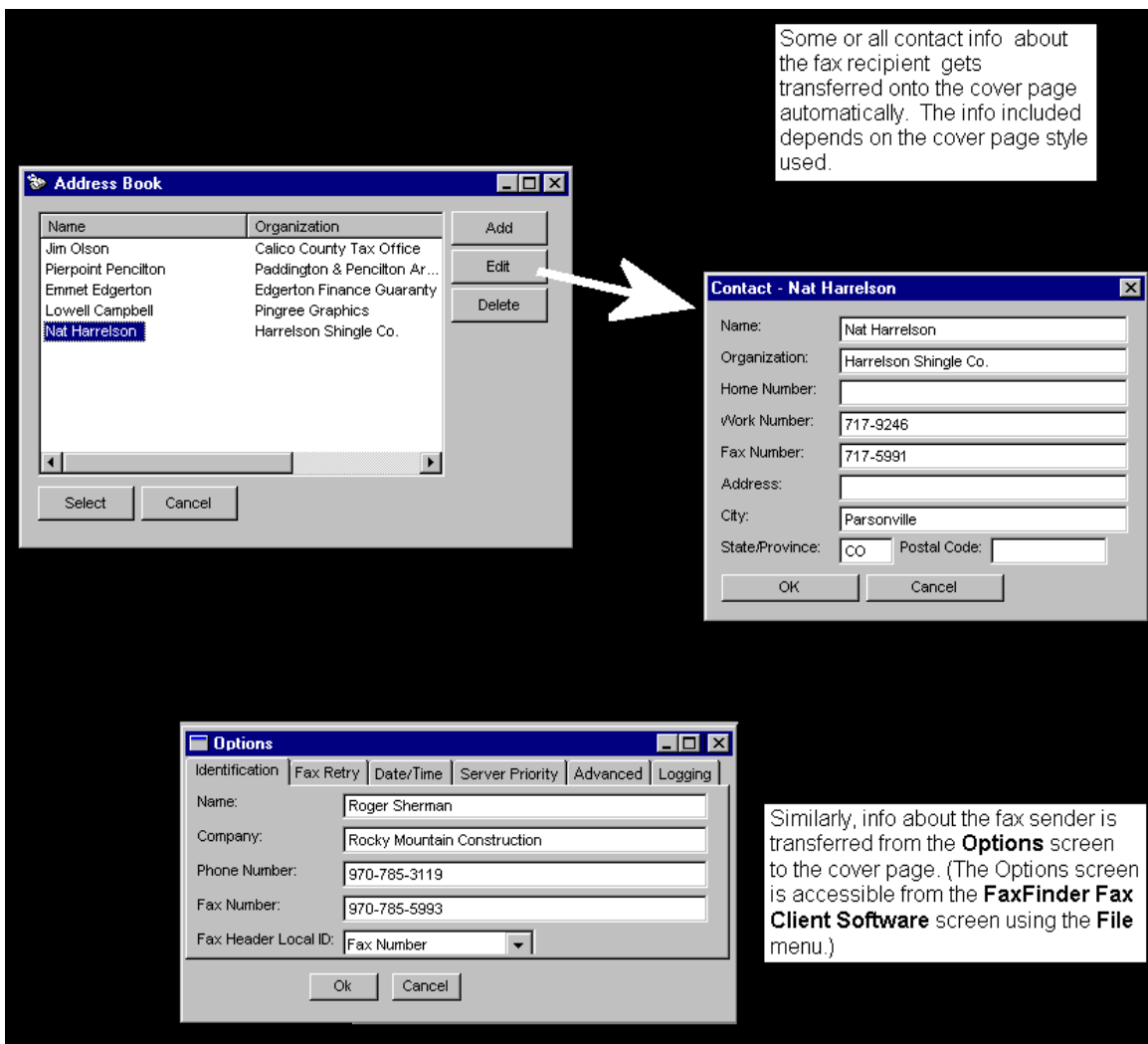


2. In **Notepad**, we select **Print** to send the file as a fax via the FaxFinder.

3. When the **FaxFinder Send Fax** screen appears, it will list the document we want to fax in its “Documents” pane. Next we must specify a recipient.

The recipient could either be chosen from the Address Book (by clicking on the **Address Book** button) or specified directly by clicking on + in the Recipients pane and completing the Name and Fax Number fields.

In this example, we will choose the recipient from the Address Book by highlighting the entry and clicking **Select**. Note the detailed address information about the recipient that had been stored when this party was entered into the **Address Book** (you can view the details on any Address Book entry by clicking **Edit** from the **Address Book** screen). Recipient contact info from the Address Book entry will appear later in the automated fields of the cover page. Sender contact info from the Options menu will also appear on the cover page. Which details are included in the cover page depends on the cover page style used. The “fax stamp” at the top of each sheet of the fax (which includes sender, recipient, and time info) is inserted automatically based on information from the FaxFinder server software and from the recipient fax machine.



4. The FaxFinder Send Fax screen appears again but this time our recipient has been entered.

FaxFinder Send Fax

Recipients	
Name	Fax Number
Nat Harrelson	717-5991

+ - Address Book...

Documents		
Document	Pages	
nat-re-brick-shingle-02-10-04b.tif	1	+ - ^ v

Schedule
Send : Immediately Schedule

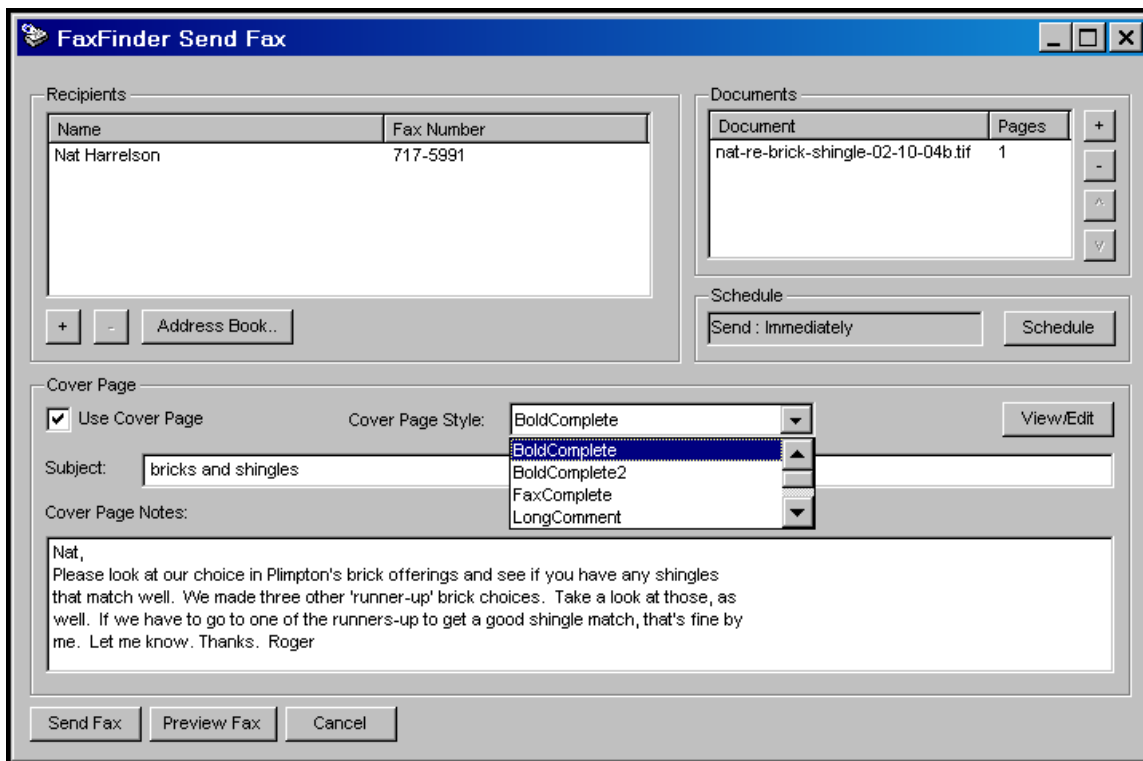
Cover Page
 Use Cover Page Cover Page Style: BoldComplete View/Edit

Subject: _____

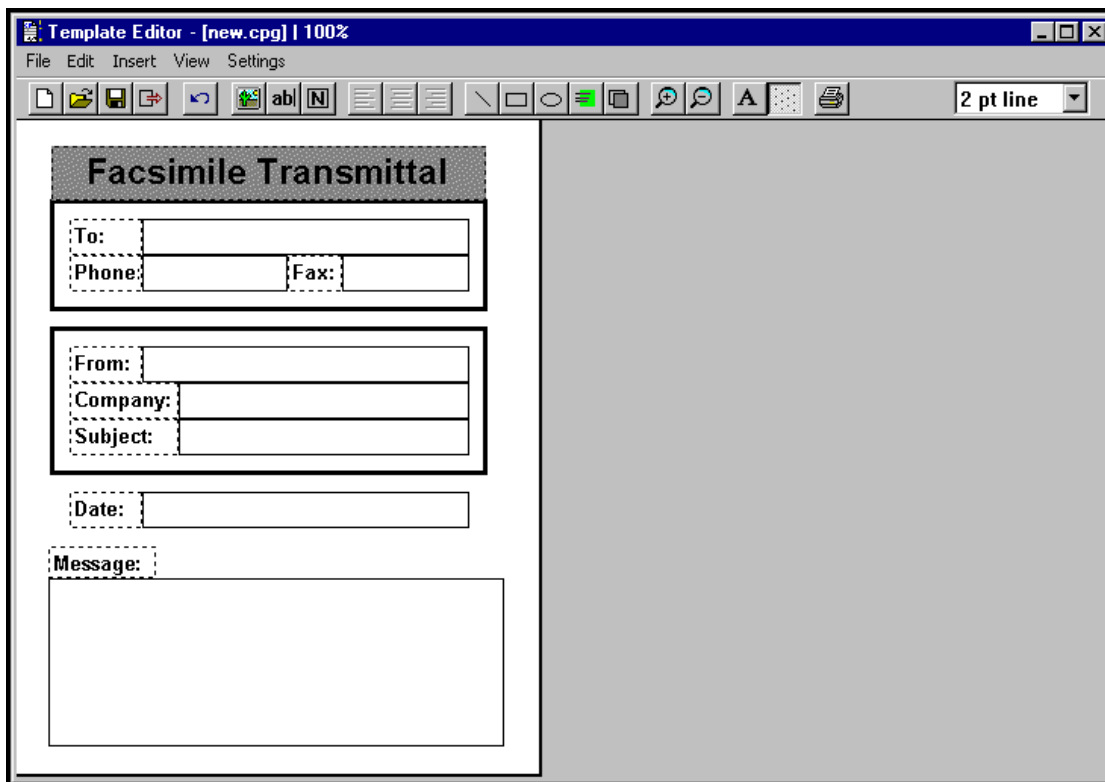
Cover Page Notes:

Send Fax Preview Fax Cancel

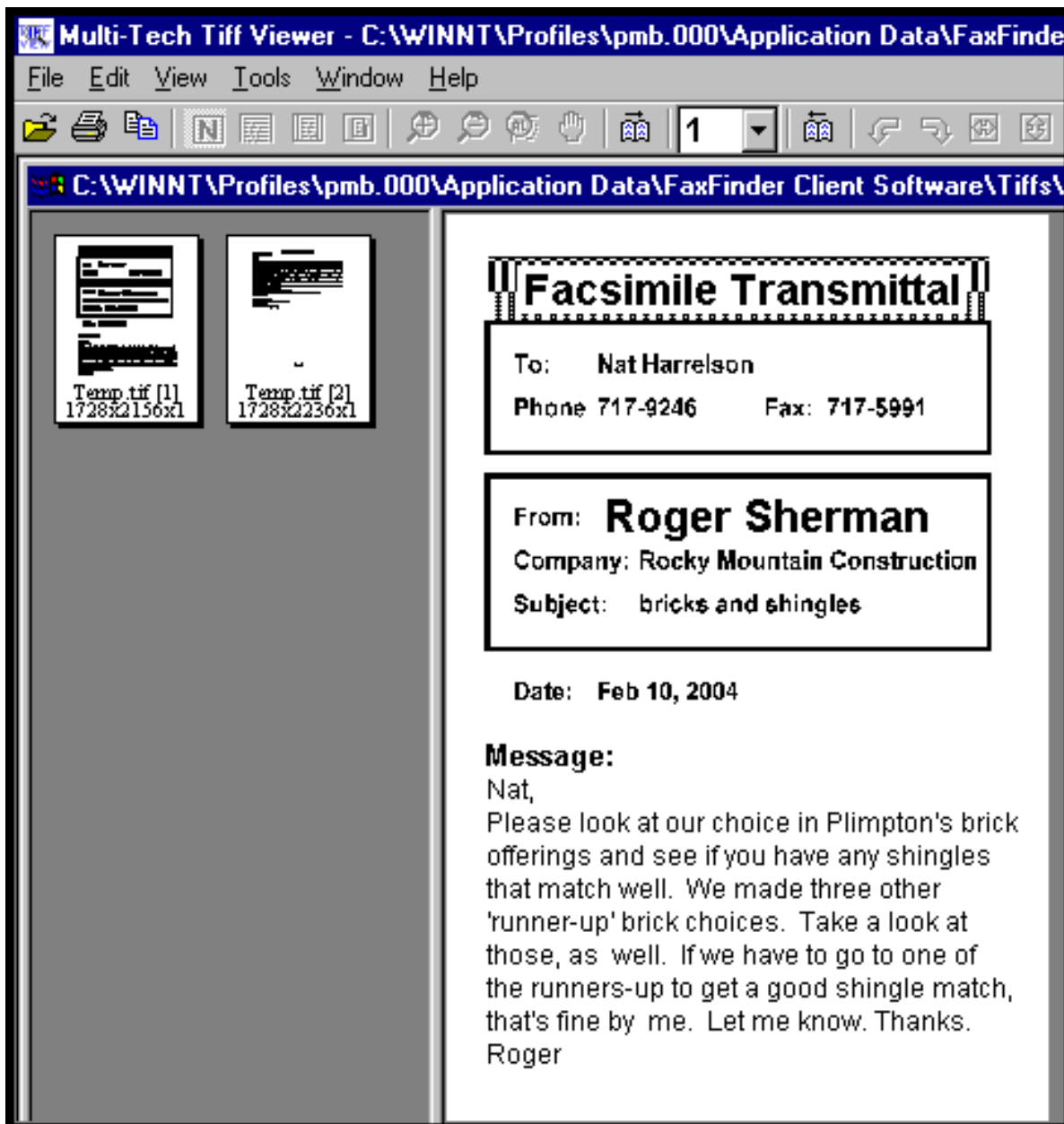
5. Since we intend to use a cover page, we click “Use Cover Page” and then select a stock cover page from the “Cover Page Style” drop-down list. We can then type a subject for the fax message and type a cover page note, each in the appropriate fields.



Suppose we choose the style called “BoldComplete.” We can view it by clicking “View/Edit” on the **FaxFinder Send Fax** screen. The requested file will appear in the **Template Editor** screen.



6. To see how the cover page appears after the sender and recipient information has been automatically inserted, click Preview Fax. This is how the fax cover page will be sent.



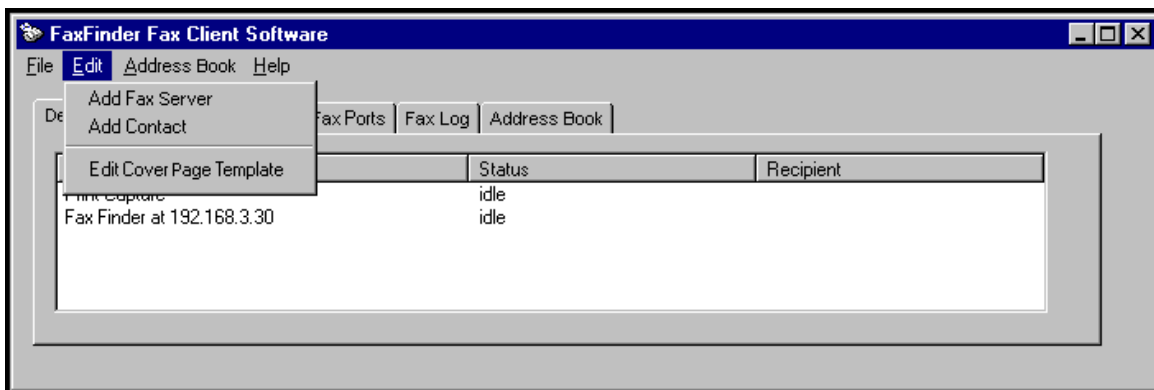
7. To send the fax, simply click **Send Fax** in the **FaxFinder Send Fax** screen.

Creating or Modifying Cover Page Styles

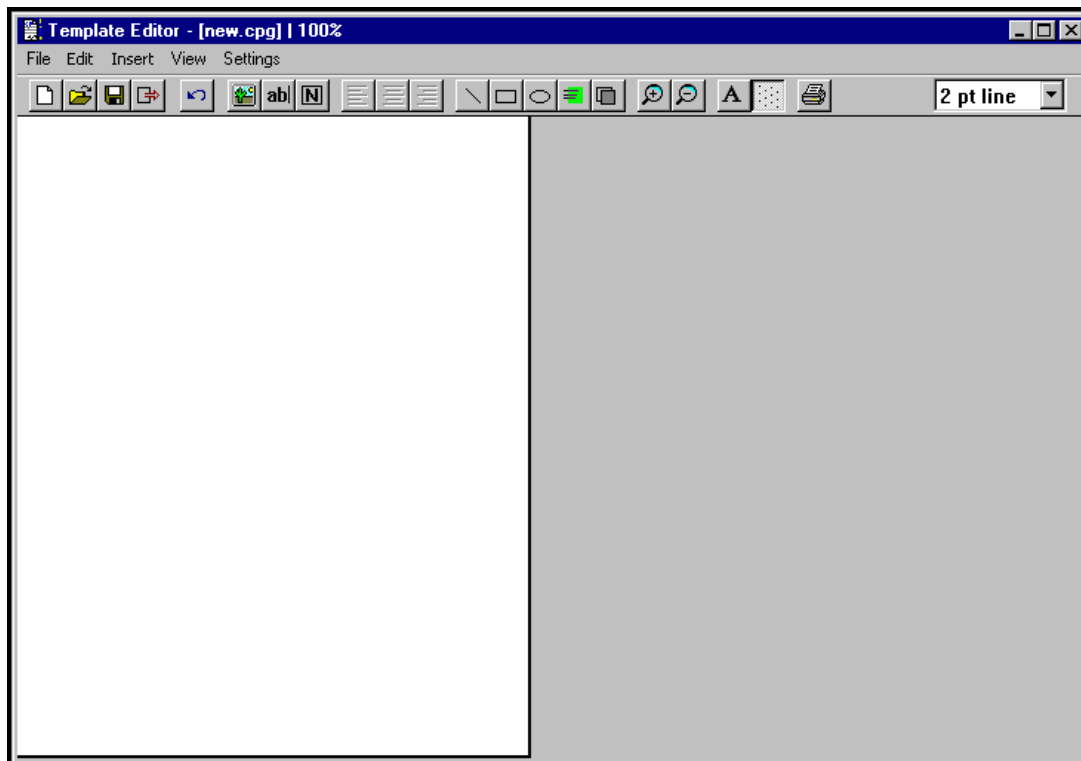
The Multi-Tech Cover Page Generator program allows you either to produce custom cover pages or to use existing style templates. In this section, we will describe both processes, making a new template and customizing an existing stock cover page style template.

Creating New Cover Page Templates

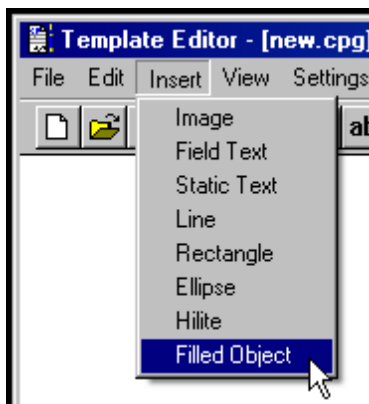
1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Edit** menu and selecting “Edit Cover Page Template.”



2. The main **Template Editor** screen will appear. Open it to full-screen size.





3. Several types of objects can be added to a cover page file. These are listed in the **Insert** pull down menu.



The commands to create these objects can be invoked either here or from buttons on the Tool Bar. We will invoke various commands from these toolbar buttons throughout this procedure.

4. Decide on the categories for which you want automated fields on the fax cover page. Generally speaking, you will want to include information about the Sender and the Recipient. For each type of information, you will want a label in “Static Text” and an “Edit Box” (“Field Text”) into which the automated information will go. Information about the sender will be automatically transferred from the FaxFinder Client Software Options screen onto the cover page; information about the recipient will come to the cover page from the FaxFinder Address Book’s Contact screen or from the FaxFinder Send Fax screen (if the Add Recipient button is used to specify the fax recipient); and occasional information will come from the FaxFinder Send Fax screen (for the subject of fax and the comment) and from the client PC (for the date of the fax).


To insert an automated field, you must double-click on the “Edit Box” button and then drag open a box at the desired place on the screen. Typically, one would place the label of the category using the Static Text icon first and then locate the Edit Box beside it. (The “Edit Box” button invokes the same function as the “Field Text” command in the **Insert** menu.)

Static Text Icon	Edit Box or Field Text Icon
	


The FaxFinder supports the automated field types listed in the table below.

Object Type in Template Editor	Source of Info Placed in Field	Description
User Name	FF Client Add Device Address screen	User Name within FaxFinder system
From Name	FF Client Options screen	Sender's Name
From Company Name	FF Client Options screen	Sender's Company Name
From Phone	FF Client Options screen	Sender's Voice Phone Number
From Fax Number	FF Client Options screen	Sender's Fax Number
Destination Name	FF Client Contact screen or Send Fax screen	Recipient's Name
Destination Company Name	FF Client Contact screen	Recipient's Company (Organization) Name
Destination Phone Number	FF Client Contact screen	Recipient's Voice Phone Number
Destination Fax Number	FF Client Contact screen or Send Fax screen	Recipient's Fax Number
Date	client's PC	Date of Fax Transmission
Subject	FF Client Send Fax screen	Subject of Fax Message
Comment	FF Client Send Fax screen	Comment about Fax Message
Title	<i>not used</i>	<i>not used</i>
Department	<i>not used</i>	<i>not used</i>
Address 1	FF Client Contact screen	Recipient's Street Address
Address 2	<i>not used</i>	<i>not used</i>
City	FF Client Contact screen	Recipient's City
State	FF Client Contact screen	Recipient's State/Province
ZIP Code	FF Client Contact screen	Recipient's ZIP or postal code

5. Select the "Static Text" cursor labeled  and drag to open the desired field.

To have freedom to move the cursor in a continuous fashion leave the Grid button, , in the unselected position (its darker shade represents its unselected state). You can also turn the Grid on and off in the **Settings** pull-down menu.

6. Enter the field label in the Static Text box. Be sure to allow enough room for the size of font you have chosen. If the box is too small for the font size, the text will be cut off.


To select font, the font style, and font size, use the  cursor.

You can also access font settings from the **Settings** pull down menu.

To align the text to the left edge, right edge, or center of the box, use the

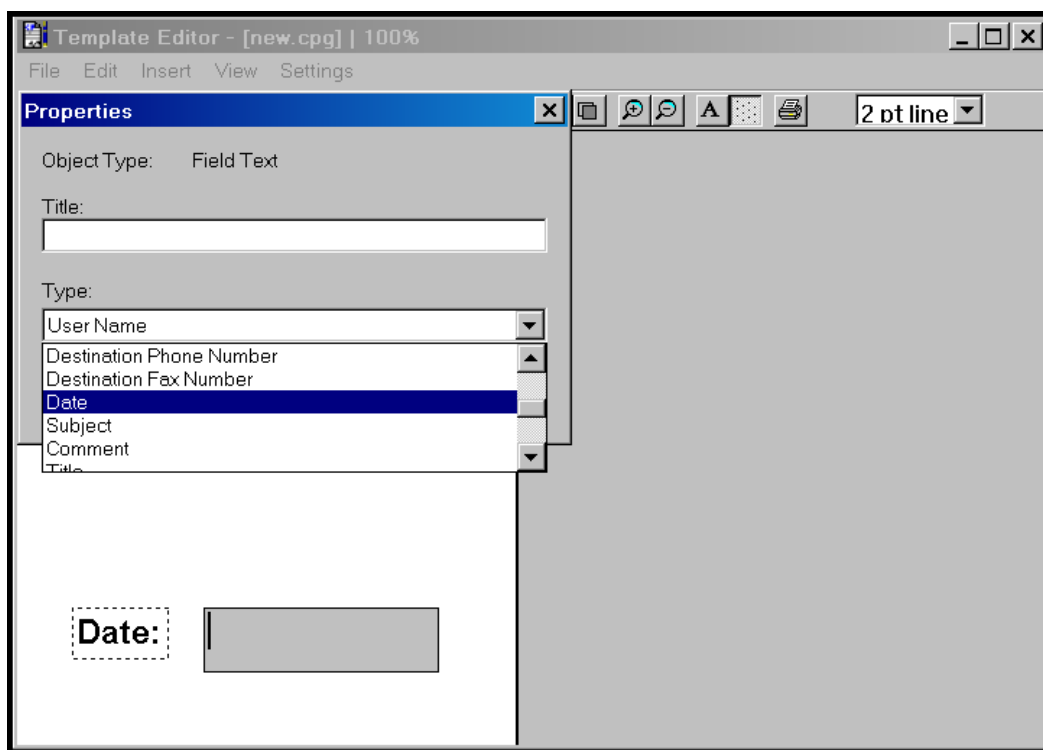


For example, you might create a static text item of the word “Date.” To move the box, click on it and move it when the 4-direction cursor appears. To expand or contract the box, click on it and drag an edge or a handle until the desired size/shape is achieved.


7. Select the “Edit Box” (or “Field Text”) cursor labeled  and drag to open the desired field. Double-click on the box you have opened. The **Properties** screen will appear. Scroll down the list and highlight the field type (listed in the “Type” drop-down list) that you want on the cover page. There is no need to use the “Title” field. Click **OK**.

You will not type anything in the Edit Box that appears on the screen. However, be sure to make the Edit Box large enough for the font size you have chosen. If the box is too small for the font size, the text will be cut off.

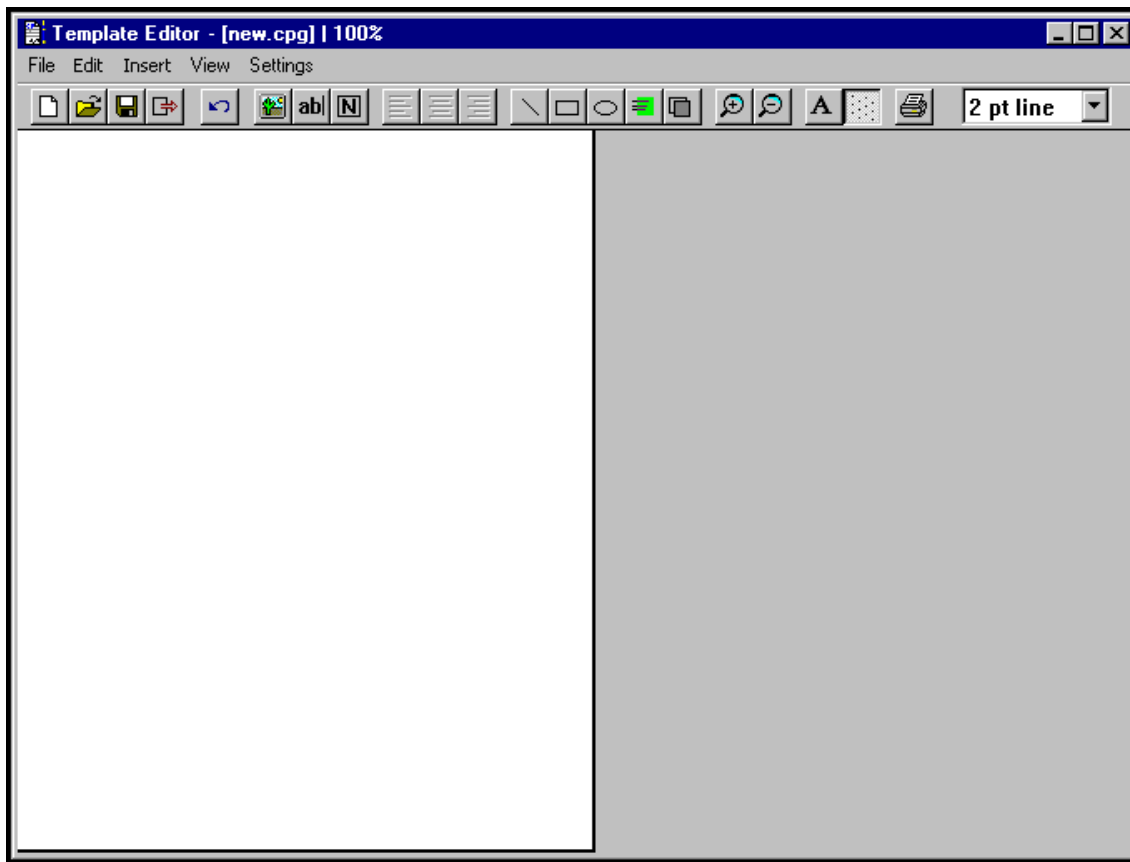
To follow our example, you would select “Date” to insert a date field next to the “Date” label you have previously placed on the page.



You might want the automated field value to be placed on a line or in a rectangle. If so, you could use the line cursor to put a line beneath the edit box or use the rectangle cursor to place a rectangle around the edit box. You can place lines, rectangles, and ellipses on the page for any purpose. Rectangles and ellipses can have a solid fill or a shading (called "highlight"). These graphic functions are described in the table below.

Shape Cursors:						
		A	B	C	D	E
A. Line	B. Rectangle	C. Ellipse			D. Hilight shape	E. Fill shape
Use to draw	Use to draw rectangles.	Use to draw ellipses.			<i>Not supported.</i>	When selected, any rectangle or ellipse made will have a black fill.

To set the line width for lines, rectangles, and ellipses, use the drop-down box at the far-right of the **Template Editor's** tool bar. (You need to have the screen open widely enough to see its entirety.)



8. To add a graphic file to the cover page template, click on the Image icon

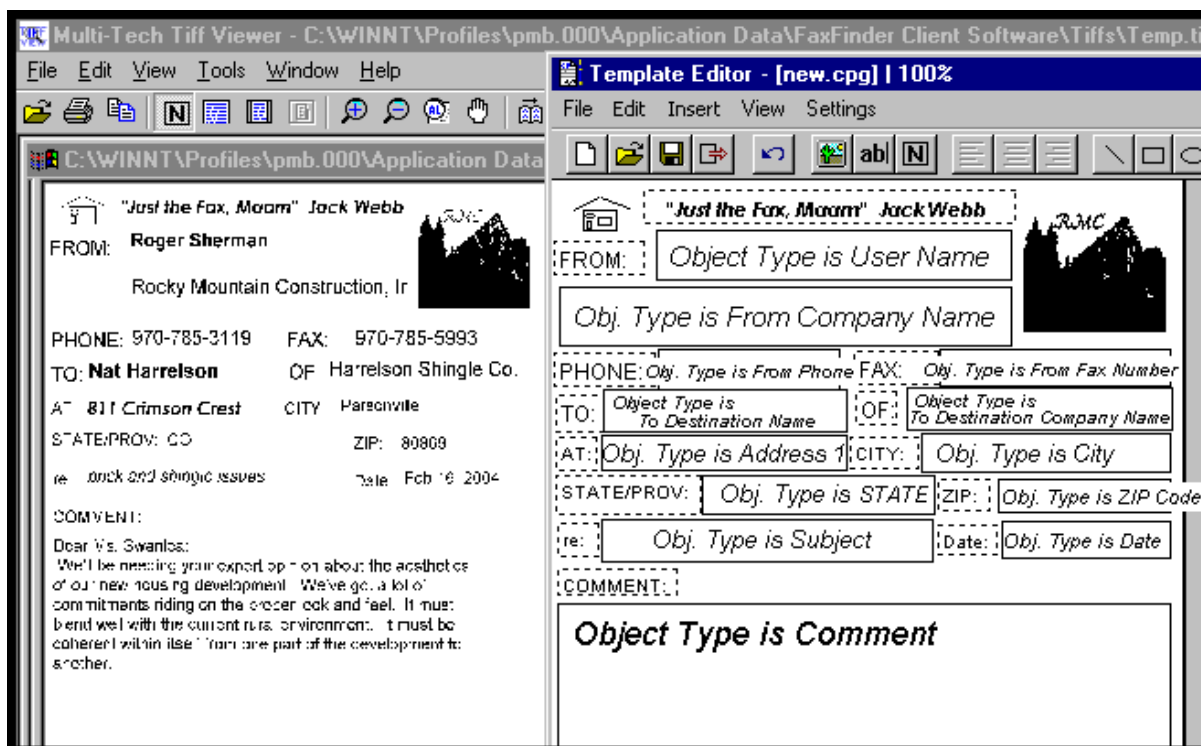


Then browse to the directory that contains the desired graphic file. Files of type bmp and tiff can be inserted into cover pages.

Insert graphics files into your cover page template as needed.

9. Save the file to the **Cover Pages** directory in your operating system. The .cpg file must be saved in this location in order for it to be accessible to the FaxFinder client software. When saved to this location, the file name of the customized cover page template you have created will appear in the "Cover Page Style" drop-down list on the **FaxFinder Send Fax** screen.
10. We advise previewing and printing your custom cover page template using the Multi-Tech Tiff Viewer program rather than the Template Editor program.

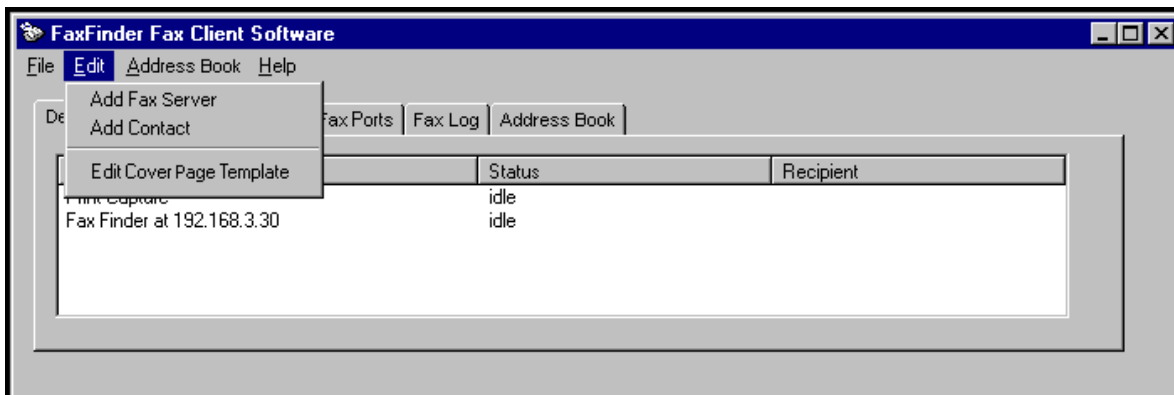
The illustration below shows how the fields specified in the Template Editor program will be filled out when the template is used at the FaxFinder Client **Send Fax** screen. The Object Types (from the Properties screen that appears when you double-click on an Edit Box) for common field types are specified.



Modifying Existing Cover Page Templates

Note: While all five stock cover page styles can be readily customized, the styles “PlainComplete” and “PlainShort” are especially well suited to customization. In most cases, one can start with these files and simply add one’s own company name in text or insert one’s graphical company logo.

1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Edit** menu and selecting “Edit Cover Page Template.”



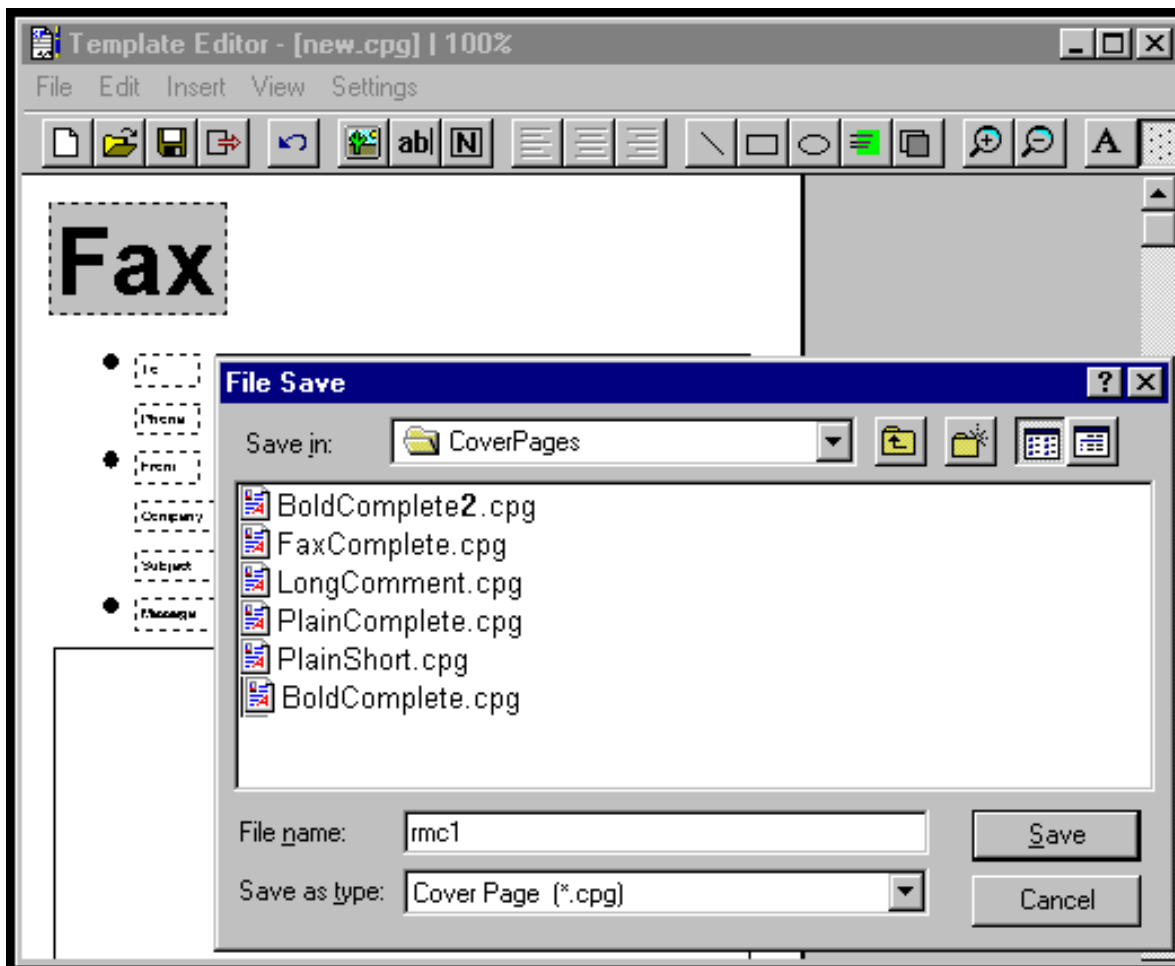
2. In the **File** menu, select “Open.” Browse to the directory into which the FaxFinder client software has been installed. Typically, this will be C:\Program Files \ Multi-Tech Systems \ FaxFinder Client Software \ Cover Pages. Select a cover page template from the list.

For our example, we will use the cover page template file FaxComplete.cpg.

3. In the **File** menu, select “Save As” and rename the file, saving it in the ‘Application Data’ directory for the FaxFinder client software (this is a default directory). The default directory will vary for different Windows operating systems. (For Windows 2000, this will be C:\Winnt \ Profiles \ <username> \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<username>\Application Data\Fax Finder Client\Cover Pages.)

In all cases, however, the new cover page template must be saved in the default location in order for the **FaxFinder Send Fax** screen to detect it and make it available for use.

For our example, we will rename the file rmc1.cpg, for the purposes of our fictitious company, Rocky Mountain Construction, Inc.

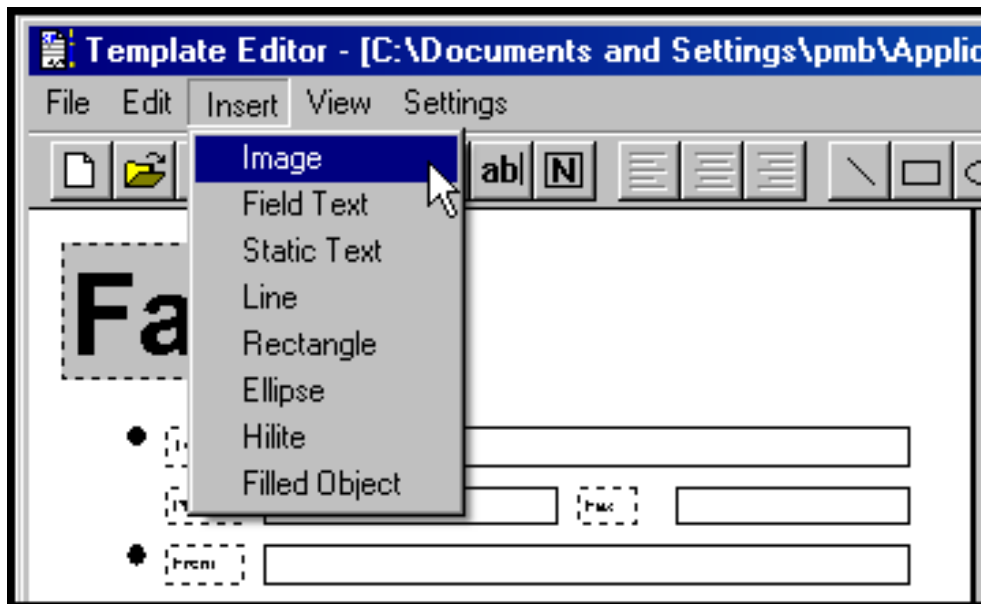


4. You can use the **Tab** key to skip from field to field in the template. Note, however, that any values added to template fields will be overwritten by values specified in the Address Book (in “New Contact” screens launched from **Edit | Add Contact** in the FaxFinder Fax Client Software program).

5. Add company logo at top of cover page.

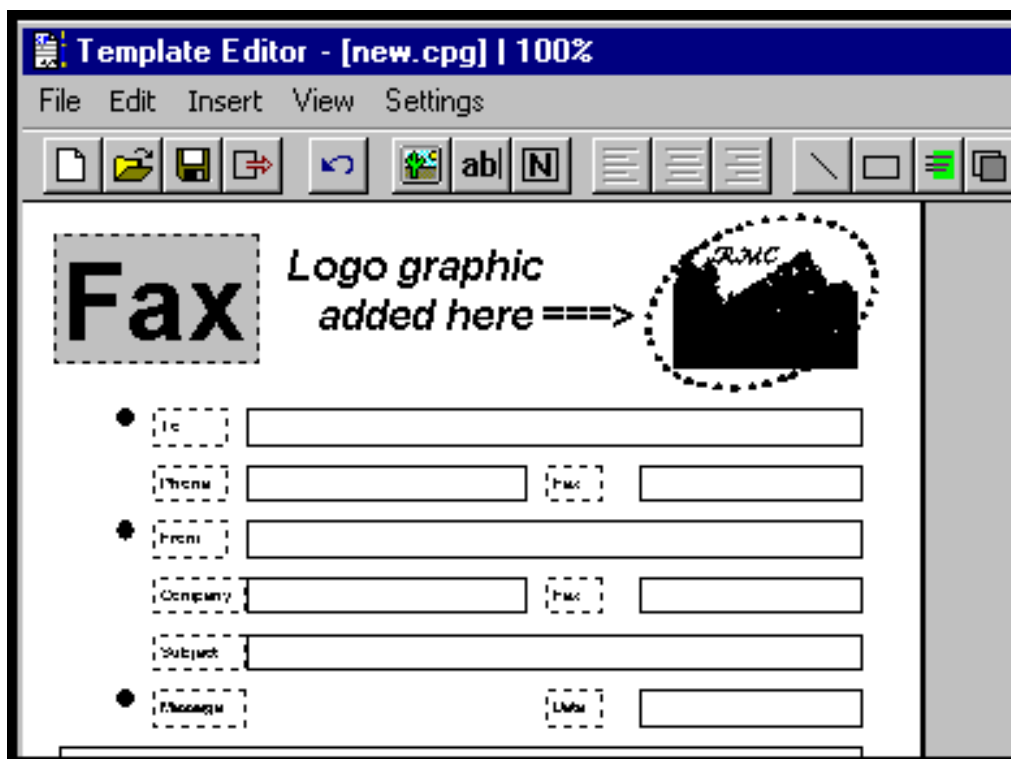
For our example, we will add the graphic file “ff-rocky-mtn-logo1.bmp” to the cover page.

In the **Insert** menu of the Template Editor, select “Image.”



Browse to the location of the graphics file to be used. Click **Open**.

Move the **+** cursor to the desired location of the graphic. Then click and drag to size the graphic. Click and drag on the cursor dots on the periphery of the image to resize it and set its vertical/horizontal aspect ratio.

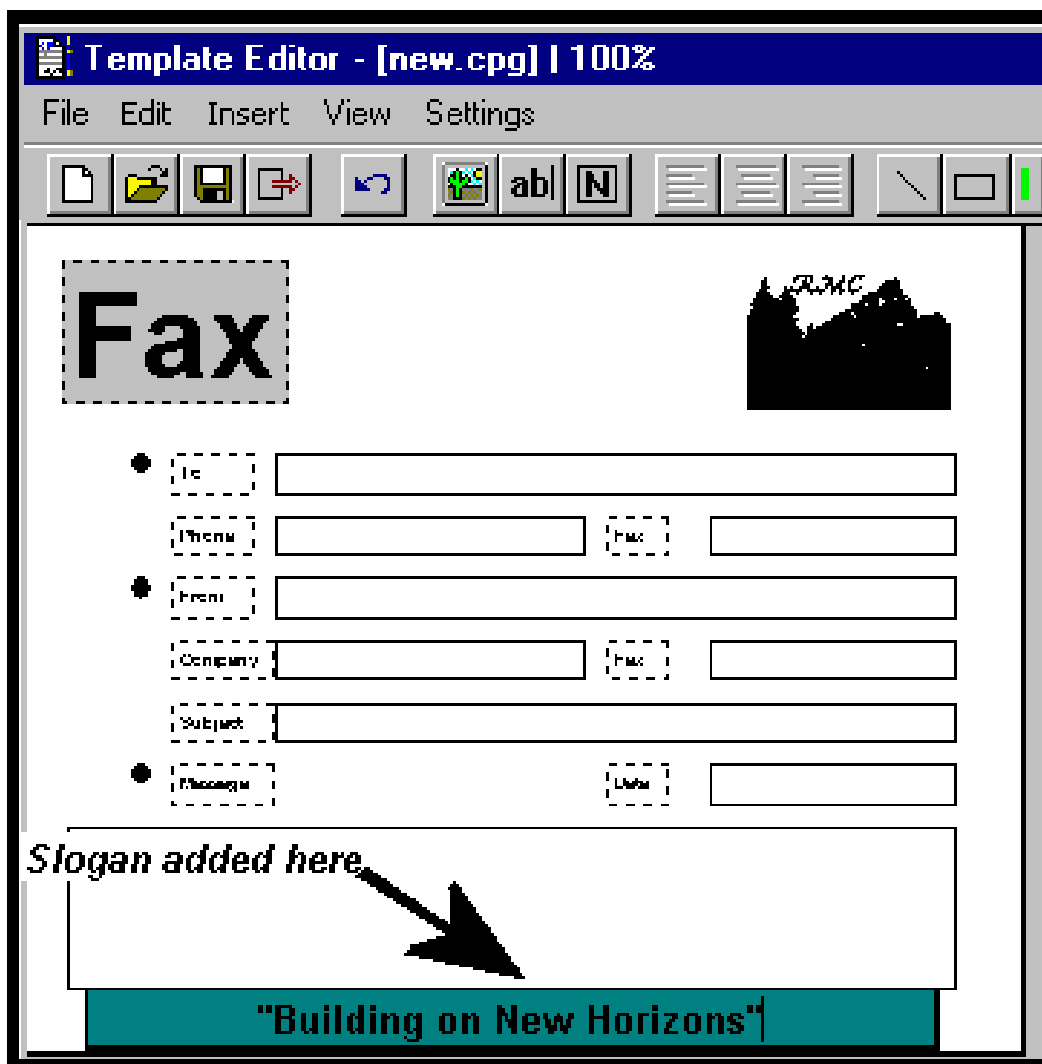


6. Add company slogan to bottom of template.

For the purposes of our fictitious company, Rocky Mountain Construction, Inc., we will use the slogan "Building on New Horizons."

Select the "Static Text" cursor labeled **N** and drag to open a text box at the bottom of the template page.

Enter the slogan.



- In the **File** menu, select “Save As” and overwrite the file using the same filename used in step 3, saving it in the ‘Application Data’ directory for the FaxFinder client software. (For Windows NT4/2000, this will be C:\Winnt\Profiles*<username>*\Application Data\FaxFinder Client Software\Cover Pages. For Windows XP, this will be C:\Documents and Settings*<username>*\Application Data\Fax Finder Client\Cover Pages.)

For our example, we will overwrite the file using the file name **rnc1.cpg**, which befits the purposes of our fictitious company, Rocky Mountain Construction, Inc.

- To use your customized template when sending a fax, you must click “Use Cover Page” in the **FaxFinder Send Fax** screen. Then scroll through the “Cover Page Style” list to find the file name of the custom template you have created. In our example, it is **rnc1**.

The screenshot shows the 'FaxFinder Send Fax' dialog box. The 'Recipients' section contains a table with one entry: Lowell Campbell, Fax Number 717-5854. The 'Documents' section shows a table with one entry: murkie-pond01.c.tif, 1 page. The 'Schedule' section has 'Send : Immediately' and a 'Schedule' button. The 'Cover Page' section is highlighted with a dashed oval, showing the 'Use Cover Page' checkbox checked and the 'Cover Page Style' dropdown menu set to 'rnc1'. The 'Subject' field contains 'murkie pond layout'. The 'Cover Page Notes' field contains the text: Lowell: See if this map inspires any ideas for images for the upcoming promo meetings. Thanks. Roger. At the bottom are 'Send Fax', 'Preview Fax', and 'Cancel' buttons.

Name	Fax Number
Lowell Campbell	717-5854

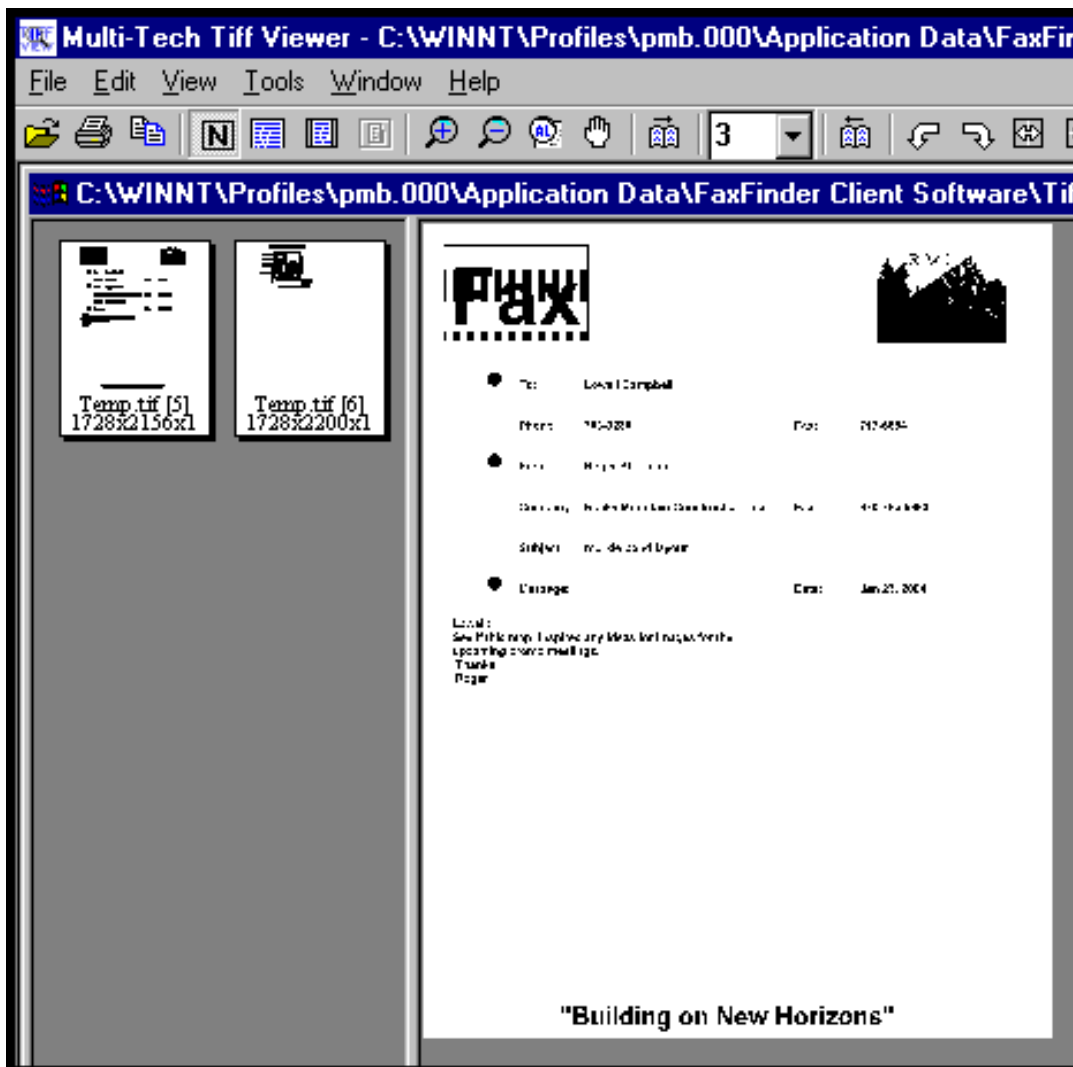
Document	Pages
murkie-pond01.c.tif	1

Use Cover Page Cover Page Style: rnc1

Subject: murkie pond layout

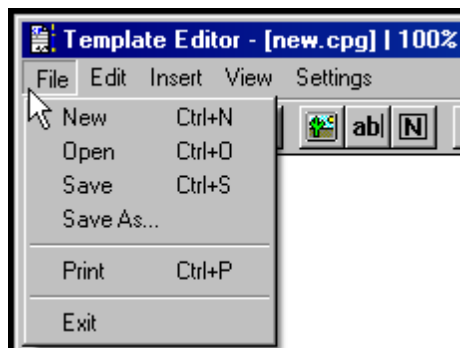
Cover Page Notes:
Lowell:
See if this map inspires any ideas for images for the upcoming promo meetings.
Thanks.
Roger






- When the fax is sent, the 'automated' fields on the cover page template will be filled in with information from the Address Book (if the recipient is listed there). Click on "Preview Fax" in the **FaxFinder Send Fax** screen to examine the fax with cover page.




Cover Page Generator Menu/Icon Command Descriptions

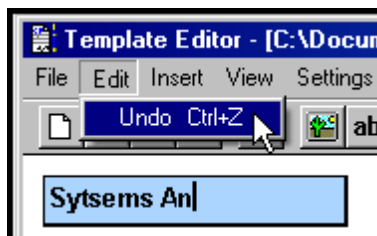
File Menu



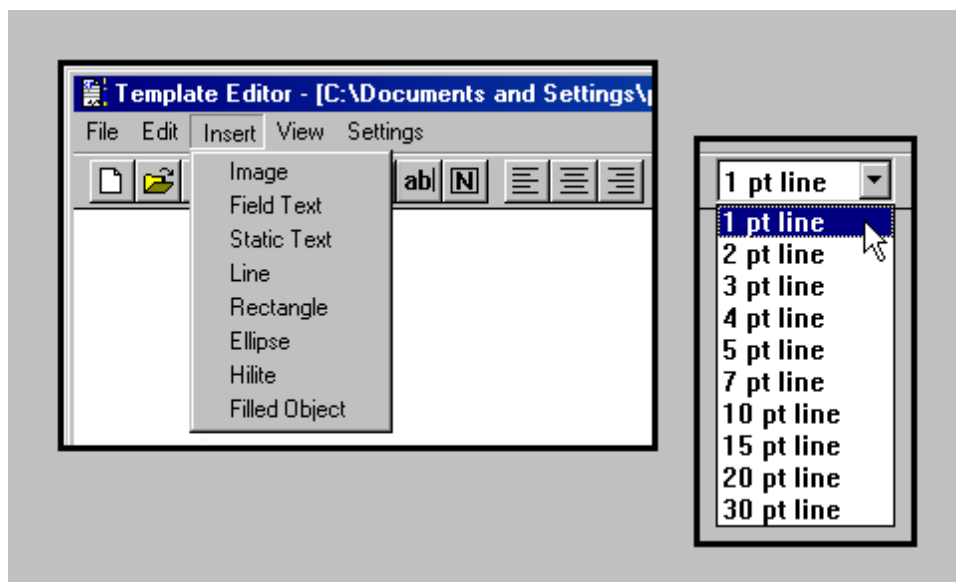
FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	Icon	Short-cut	Description
File Menu commands			
New		Ctrl + N	Creates new cover page template file.
Open		Ctrl + O	Opens an existing cover page template file for viewing or editing.
Save		Ctrl + S	Saves cover page cpg file at current path.
Save As	--	--	Saves cover page cpg file at new path that user specifies.
Print		Ctrl + P	Prints the current cover page template.
Exit		--	Closes current cover page template file and closes program. User is prompted to save.



Edit Menu







The **Undo** command (also accessible using the keyboard shortcut **Ctrl + Z** and the  button) reverses the effect of the last command.



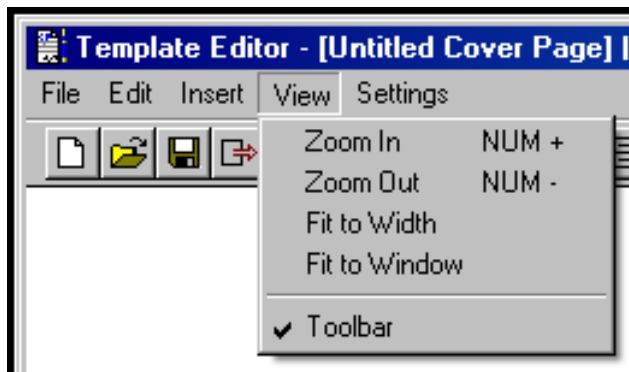
Insert Menu



FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	Icon	Description
Insert menu commands		
Image		Use to insert a bmp or tif image into the cover page template.
Field Text OR Edit Box		Use to insert an automated field into the cover page template. The values inserted into automated fields come from FaxFinder Address Book, FaxFinder Send Fax screen, from client user's PC, and from the remote fax sender. When you create a new Edit Box, you must select it and double-click on it to make the Item ID screen appear. It is in the Item ID screen that you specify which type of information will be placed in this position on the fax cover page. Use icons to align text to left, center, or right. Use "Font" icon or command in Settings menu to alter font, font size, and font style.

FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	Icon	Description
Insert menu commands		
Static Text		Use to insert text objects needed in the cover page template. These uses include labels for automated fields (TO, FROM, DATE, etc.) and plain text like a company name or slogan. Use icons to align text to left, center, or right. Use "Font" icon or command in Settings menu to alter font, font size, and font style.
Line		Use to insert line objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Rectangle		Use to insert box objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Ellipse		Use to insert circles or elliptical objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Hilite		<i>Not supported.</i>
Filled Object		When selected, rectangles and ellipses created will have black fill.
deleting objects	--	Use the keyboard Delete key to delete a selected object.
Line Size drop-down menu		Use to select line widths for line objects, rectangle objects, and ellipse objects. This icon is located at the far right on the screen. You may need to open the program to "Full Screen" view to see this drop-down menu.

View Menu



FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	Icon	Description
View Menu commands		
Zoom In		Use to view a smaller area of the cover page template file in greater magnification.
Zoom Out		Use to view a larger area of the cover page template file in a lesser magnification.
Fit to Width	--	Use to get magnification of file such that its horizontal dimension fits proportionally into the window.
Fit in Window	--	Use to get magnification of file such that the entire cover page template fits proportionally into the window.
Toolbar	--	Use to show or hide toolbar of command icons.

Settings Menu



FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	Icon	Description
Settings Menu commands		
Font		Brings up Font dialog box in which font, font size, and font style can be set.
Grid		Use to turn grid on and off. If grid is off, objects can be positioned in cover page in a continuous fashion. If grid is on, objects can only be positioned at discrete grid coordinates.

Reporting Failed Faxes to the Administrator

Occasionally clients will receive email messages from the FaxFinder that pertain to faxes that have failed partially or entirely. That is, some or all of the intended pages of the fax may arrive in a form that cannot be read. Here is the sequence of events you may encounter and the proper response.

1. The client user receives an email message from the FaxFinder about a partially or wholly failed fax sent to him/her.
2. Advise the sender of the fax to re-send all or part of the fax.
3. If the fax was only partially a failure, then TIFF/PDF files for the successful pages will be attached. If any pages of the fax failed, then an additional file will be attached to the email message. It will have a name like modem0modem1_date-time.txt. This is the modem log file.
4. The modem log file contains information about the “conversation” between the sending modem and the FaxFinder’s receiving modem. This information may be valuable to the FaxFinder administrator in protecting the fax system and preventing future errors.
5. The client user should forward the modem log file to the FaxFinder administrator in an email message. The FaxFinder administrator’s email address should be viewable in any fax you have received via the FaxFinder.

Chapter 6 – Server Operation

Fax Log Email Messages

The FaxFinder administrator will receive an email after every user-specified n faxes have been handled by the FaxFinder (n is the total of faxes sent and received). The subject of the email will be:

```
Subject: FaxFinder: Fax Log Text File From: 'FaxFinder ID' (a.b.c.d)
```

The actual log is a text file attached to the email. The fax log gives you a summary of events going on in the system. Use it as a reference when considering modifications or expansions of your faxing system. A sample log file is shown below.

Index	Date/Time	Name	Result	Direction	Pages
1:	02/23/2004 05:22:11 PM	FF100-89	passed	send	1 pages
2:	02/23/2004 05:24:14 PM	FF100-89	passed	send	1 pages
3:	02/23/2004 05:24:15 PM	Unassigned Number	passed	receive	1 pages
4:	02/23/2004 05:26:24 PM	Unassigned Number	passed	receive	1 pages
5:	02/23/2004 05:26:23 PM	FF100-89	passed	send	1 pages
6:	02/23/2004 05:28:30 PM	Unassigned Number	passed	receive	1 pages
7:	02/23/2004 05:28:29 PM	FF110-89	passed	send	1 pages
8:	02/23/2004 05:30:34 PM	Unassigned Number	passed	receive	1 pages

1: Name	: FF100-89
Remote ID	: POTS modem
Status	: pass
Elapsed Time	: 1 Minute, 7 Seconds
Pages	: 1
Fax number	: 5713
Email Attachments	: 0
Width	: 1728
Baud	: 33600
Error Correction	: on
sbft	: disabled
Error	: 0
Last State	: finished
Connect Time	: 02/23/2004 05:22:11 PM
Modem Init	: 02/23/2004 05:21:46 PM
Off Hook Time	: 02/23/2004 05:21:54 PM

Direction	: Send
Total Bytes	: 274012
Resolution	: Standard
Height	: Variable
Data Compression	: mh
Scan Line Time	: 0 ms
Color	: 0
Extended Error	: 0x0

Front Panel LEDs

Label Identifier	Name	Description
General LEDs		
Power	Power	Solid (constant) green if unit is on.
Status	Status	Approximately 30 seconds after power is on, the Status LED will be blinking green to show normal, working state. If it is not blinking check the power supply
CF	Compact Flash	(On FF-120/220 only.) For future implementation.
Line 1/2 LEDs (on FF-120/220) or Modem 1-4 or 1-8 (on FF-420/820)		
TD	Transmit Data	The TD LED flashes when the modem is transmitting data to another modem.
RD	Receive Data	The RD LED flashes when the modem is receiving data from another modem.
TR	Data Terminal Ready	(On FF-120/220 only.) Indicates that server is 'talking' to modem.
CD	Carrier Detect	Carrier of remote modem is detected.
Ethernet or LAN1 LEDs		
LNK	Data Link	Lit when a physical link has been established with the Ethernet network.
100	Speed	10 MHz or 100 MHz When lit, Ethernet rate is 100 MHz; when not lit, Ethernet rate is 10 MHz.

Dealing with Failed Fax Reports

Occasionally clients will receive email messages from the FaxFinder that pertain to faxes that have failed partially or entirely. That is, some or all of the intended pages of the fax may arrive in a form that cannot be read. Each FaxFinder-generated email of a fax with any failed pages will have one additional file attached: a modem log file with a name like modem0modem1_date-time.txt.

The modem log file contains information about the “conversation” between the sending modem and the FaxFinder’s receiving modem. This information may be valuable to the FaxFinder administrator, working in conjunction with Multi-Tech Tech Support, in protecting the fax system and preventing future errors.

As FaxFinder administrator, you should instruct FaxFinder clients to forward the modem log file from any failed messages directly back to you.

Failure Analysis: Factors to Consider

When analyzing the modem log files from failed faxes, you should consider these questions:

- Is this failure a one-time event or is it part of a larger pattern? If it is a one-time event, it is probably unimportant. If it seems to be part of a larger pattern, it will be valuable to determine what kind of a pattern is involved.
- Are many failures coming from a particular fax machine or from a particular brand or model of fax machine? If so, then check the Multi-Tech web site for applicable modem firmware updates to the FaxFinder.
- Have there been recent changes to the phone system or the room where the equipment is located? (Amid such changes, a phone line might be bumped and so be disconnected or have an intermittent connection.)
- Have phone lines recently been changed or re-routed? (Damaged or noisy phone lines can cause fax failures.)

Possible Solutions to Fax Failure Problems

- Lower the incoming baud rate for received faxes.
- Check Multi-Tech web site for newer modem firmware for FaxFinder and, if any is available, upgrade the FaxFinder (see the section “Modem Firmware Update” in *Chapter 8: Device Manager Installation & Operation*).
- Call Multi-Tech Tech Support at 1-800-972-2439.

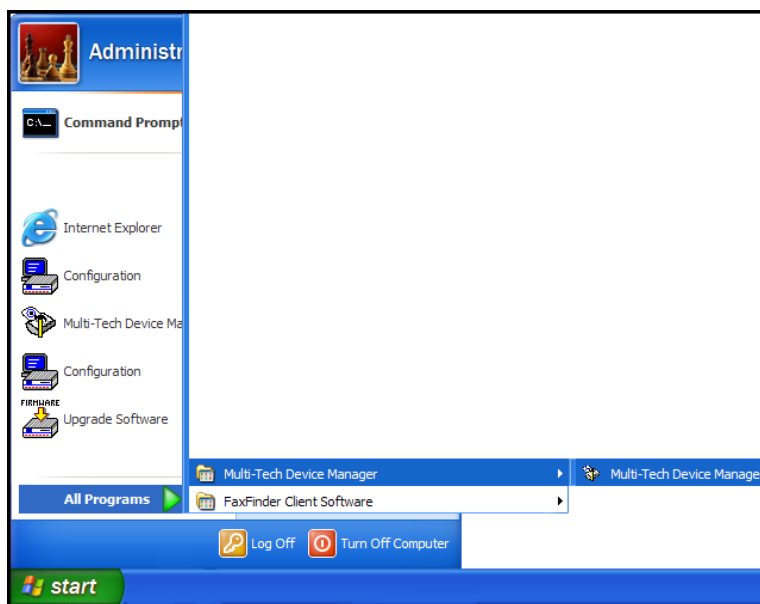
Chapter 7 – Device Manager Operation

Introduction

The process of installing the Device Manager software is explained in Chapter 2. This chapter will describe the options available to an administrator using the Multi-Tech Device manager software.

Opening the Device Manager Software

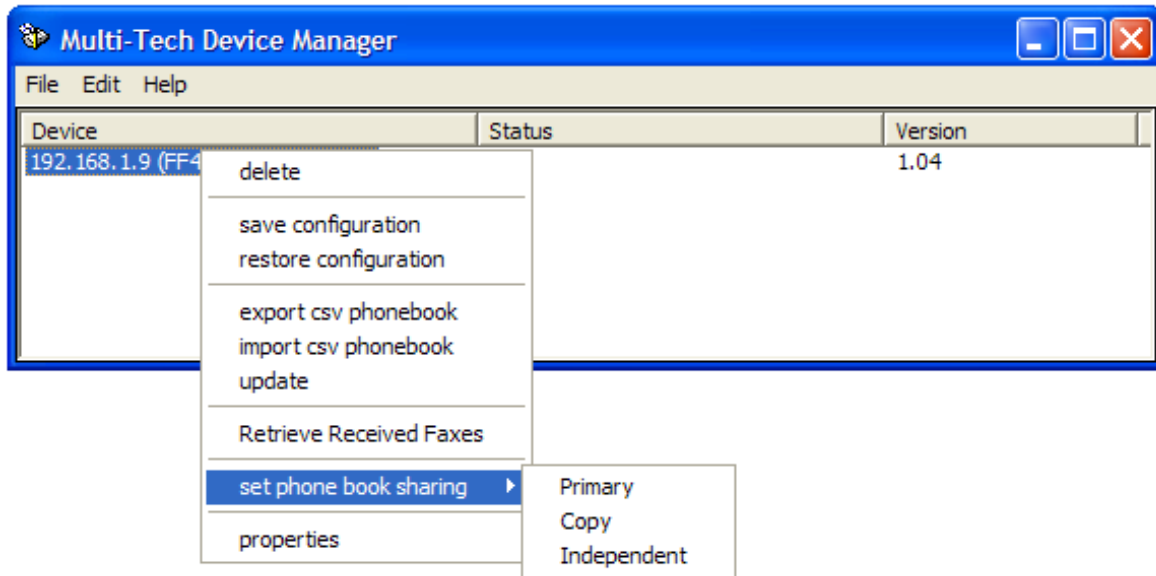
1. To launch the Device Manager program from the Windows desktop, go to **Start | Programs | Device Manager | Device Manager**.



2. The Device Manager main screen will appear.

Device Manager Main Screen

The Device Manager's main screen lists the devices (FaxFinders, CallFinders, or Multi-Access units) that are working together as a system. In a FaxFinder system, for example, the system generally can consist of one FaxFinder functioning as a master or server unit (designated as **Primary**) and one or more FaxFinders functioning as client or slave units (designated as **Copy**). FaxFinder units functioning without reliance on a server unit (designated as **Independent**) can also be part of the system. The Device Manager is in contact with all the FaxFinder units of its system through the Ethernet network (Internet or private IP network) to which all are connected.



Access to Commands

The commands of the **Device Manager** software are accessible in the program's pull down **File** and **Edit** menus, and through a right-click menu that becomes available when a particular device (FaxFinder, CallFinder, or Multi-Access unit) is selected in the program's main screen.

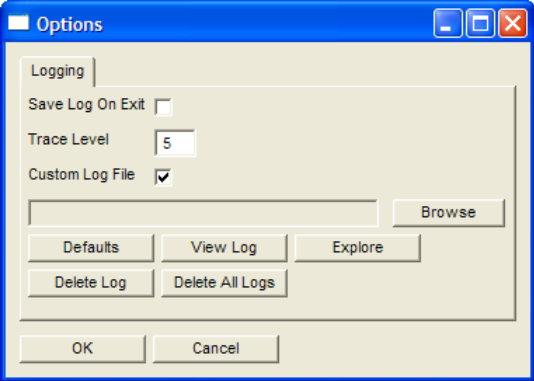
Right-Click 'Device' Menu

These are command options that are available once you right-click on a specific FaxFinder in the Device column of the Device Manager software.

How to Access Command	Command Name	Summary
Right-Click on listed device	Delete (Device)	Removes a device from the system and from the control/influence of the Device Manager software.
	Save Configuration	Saves a group of telephony and IP settings for a device (FaxFinder, CallFinder, or Multi-Access unit).
	Restore Configuration	Re-installs a previously saved group of telephony & IP settings into a device.
	Export csv phonebook	Exporting a FaxFinder server phonebook allows you to take an existing phonebook, edit it, and import it to the same FaxFinder or a different FaxFinder unit.
	Import csv phonebook	Importing a CSV phonebook will replace all user-defined entries of the existing FaxFinder phonebook. This is useful for making wholesale changes to the FaxFinder server's user defined phone book entries.
	Update [Firmware]	Updates "server" firmware and modem firmware of a device.
	Retrieve Received Faxes	Retrieve Received Faxes provides a way to FTP faxes off of a FaxFinder server when there are problems with the email server.
	Set Phonebook Sharing	Determines whether a device (FaxFinder, CallFinder, or Multi-Access unit) in a system has the main phonebook, receives a copy of the phonebook, or operates independently. For Multi-Access units, this command determines whether the unit has the main user list, receives a copy of the user list from another unit, or operates independently.
	Properties	Shows IP address and Username of the device.

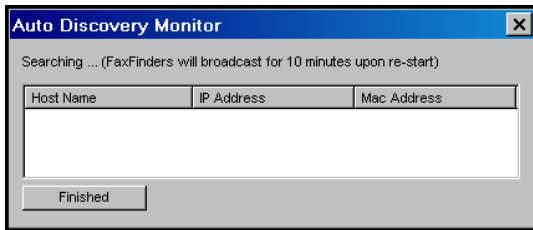
Main Screen Menu or Column	Description
File menu	<p>Also contains the Exit command which closes the Device Manager program.</p> <p>From here, you can launch the Options screen from which the Logging function can be configured.</p>
Edit menu	<p>Allows you to add a device (FaxFinder, CallFinder, or Multi-Access unit) to the system. Allows you to synchronize phonebooks from Primary FaxFinder units to Copy FaxFinder units within the system. Lists of other devices (the phonebooks of CallFinders and the user lists of Multi-Access units) can undergo synchronization, as well.</p> <p>Allows automatic discovery of devices.</p>
Help menu	<p>Online help is not currently supported.</p> <p>See manuals. An About screen can be launched here. It specifies the version of the Device Manager program.</p>
Device column	<p>Lists the devices in the system indicating the IP address, model number, and phonebook sharing status for each.</p>
Status column	<p>Indicates the current operating condition of the Device Manager software with respect to the device.</p> <p>Possible states are:</p> <p>not logged in: Device Mgr software is not logged into device;</p> <p>logging in: Device Mgr software is in process of logging into device;</p> <p>idle: status during normal device operation;</p> <p>updating device [FaxFinder, CallFinder, or Multi-Access]: new version of firmware is being loaded onto the device;</p> <p>updating modem: new version of firmware is being loaded onto a modem in the device;</p> <p>login failure – device busy: appears when the Device Manager software tries to log into the device while it is handling a call.</p> <p>login failure – device not found: appears when server cannot be contacted by Device Manager.</p>
Version column	<p>Indicates the version of server software operating on the device.</p>

Device Manager “File” Menu

File Menu Command	Description of Fields & Buttons
<p>Options</p> 	<p>Logging Options can be used to alter the default logging options for the Device Manager. Normally, changes to these options are not required, unless directed by Multi-Tech Technical Support.</p> <p>Save Log on Exit: Check this to ensure the Log file exists after the application is closed.</p> <p>Trace Level: Denotes the amount of trace output recorded by Device Manager. Range = 1-9. Default= 5. The higher the number, the more details are being recorded about the activities of the Device Manager program.</p> <p>Custom Log File: Check this to create a log file other than the default. You may <i>Browse</i> to an existing file folder and type in the name of the custom log file in the edit field.</p> <p>Defaults: Restores all Logging information to factory defaults.</p> <p>View Log: Opens the existing log file for viewing.</p> <p>Explore: Opens Windows Explorer for finding existing Log files..</p> <p>Delete Log: Deletes the current Log.</p> <p>Delete All Logs: Removes any previously existing Log files.</p> <p>Click OK to save your changes and exit. Click Cancel to discard changes and exit.</p>
Exit	Closes the Device Manager program.

Device Manager “Edit” Menu

Edit Menu Command	Description
Synchronize Phonebooks	<p>Transfers phonebook data from a Primary FaxFinder unit to all FaxFinders designated as Copy units. The phonebook sharing statuses of the FaxFinders (Primary, Copy, or Independent) involved must be set in advance. That is, one FaxFinder must be set as the Primary unit. One or more other FaxFinders must be set as Copy units designated to accept phonebook data from that particular Primary FaxFinder. Independent FaxFinders may be in the system but they do not participate in phonebook sharing. This synchronization also applies to CallFinder phonebooks and Multi-Access user lists.</p> <p>During synchronization, administrative phonebook parameters are not copied. In this way, the Copy units retain their entries for all POTS Modem Entries, Administrator Password, and other parameters that must remain unique to each FaxFinder unit (or other device).</p> <p>When the Synchronize Phonebooks command is invoked, the Primary unit copies its phonebook data into each Copy unit, one at a time, in sequence until all Copy units have received the data. Control screens appear before each Copy unit receives its download and the download can be canceled for any particular Copy unit.</p>
Add Device	<p>Brings up the Add Device Address screen. On this ‘Add’ screen, you enter the IP address, User Name, and Password of devices (FaxFinders, CallFinders, or Multi-Access units) to be included in your system. See “Adding Devices” procedure later in this chapter.</p>
Auto-Discover Devices	<p>This command initiates a search for relevant devices (FaxFinders, CallFinders, or Multi-Access units) on the network. It will only detect FF100, FF110, and FF200 units that have been restarted within the past 10 minutes. This limitation does not apply to other FaxFinder units. This monitor allows you to change username, password, and IP-related characteristics of devices.</p>

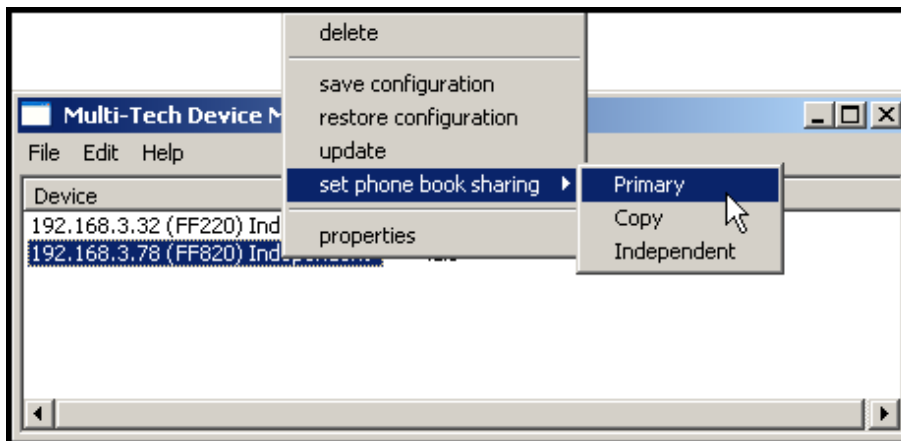


Synchronizing Phonebooks

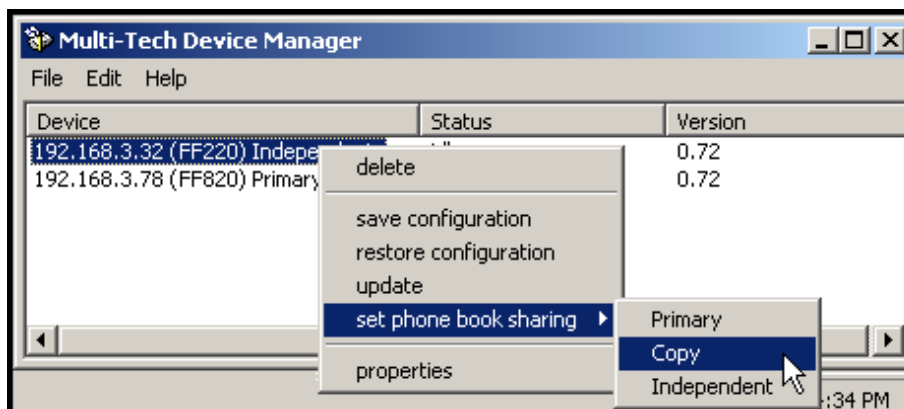
When FaxFinder phonebooks are synchronized, all non-administrative listings match. One FaxFinder unit (the **Primary** unit) holds the master list that is transmitted (using the **Synchronize Phonebooks** command) to other FaxFinder units in the system (**Copy** units). FaxFinder units can operate in same system but have independent phonebooks, in which case they are designated **Independent**.

Synchronizing phonebooks entails three steps:

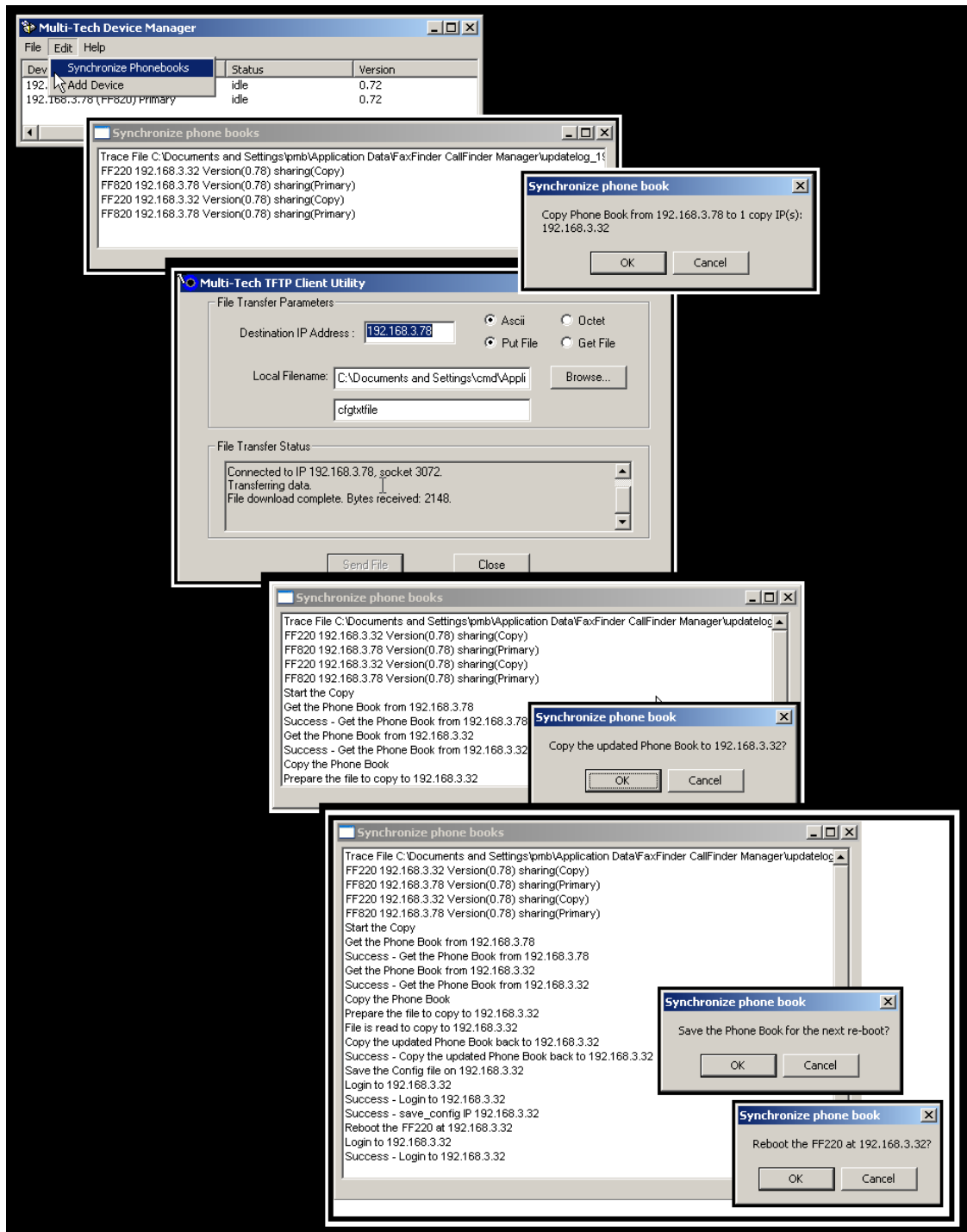
1. *Designating one FaxFinder as the master phone book.* In the main **Device Manager** screen, right-click on the unit to be designated as master, scroll to **Set Phone Book Sharing**, and select **Primary**.



2. *Designating all other FaxFinder units participating in phonebook sharing as Copy units.* In the main **Device Manager** screen, right-click on each unit to share the master phonebook, and select **Copy**.



3. *Using synchronization.* In the main **Device Manager** screen, open the **Edit** menu and select **Synchronize Phonebooks**. The **Synchronize Phone Books** screen will appear along with a series of transient screens (denoting tftp data transfers) and confirmation screens (where you click **OK** to proceed).



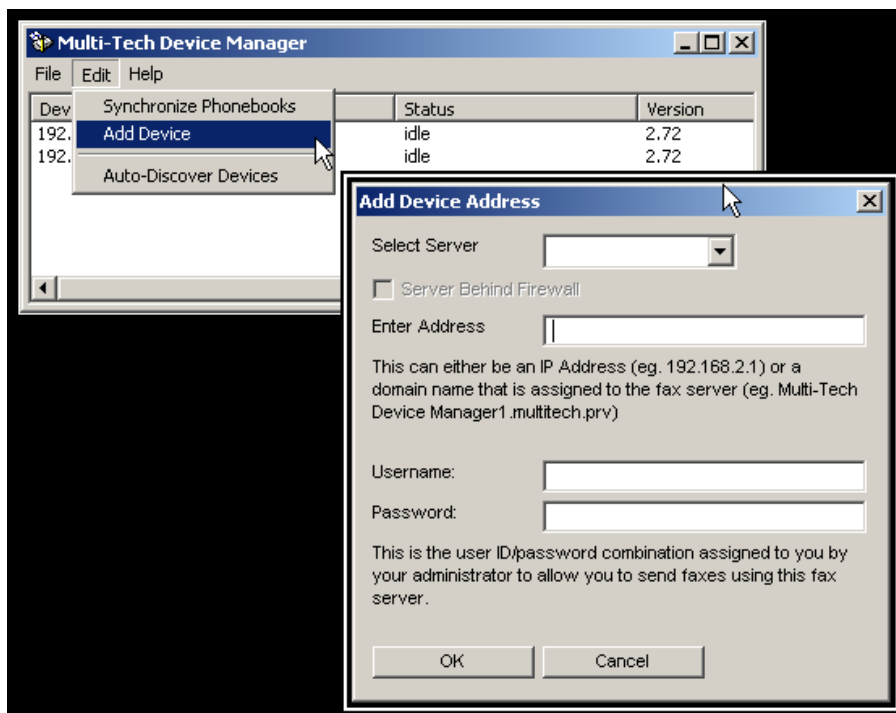
After the master phonebook has been transferred to the first **Copy** FaxFinder unit and that unit has been rebooted, the **Device Manager** will automatically begin synchronizing the additional **Copy** FaxFinder unit in the system (if any) until all have been synchronized.

To see the newly synchronized phonebook list in each **Copy** FaxFinder unit, you must update the Phone Book screen by clicking on the **Phone Book** button (to the right of **Administration**) in the list at the top of the screen.

Adding Devices

Any FaxFinder/CallFinder/MultiAccess unit to be added to the system and come under the management of the Device Manager software must be connected to the same IP network as the computer running the Device Manager software.

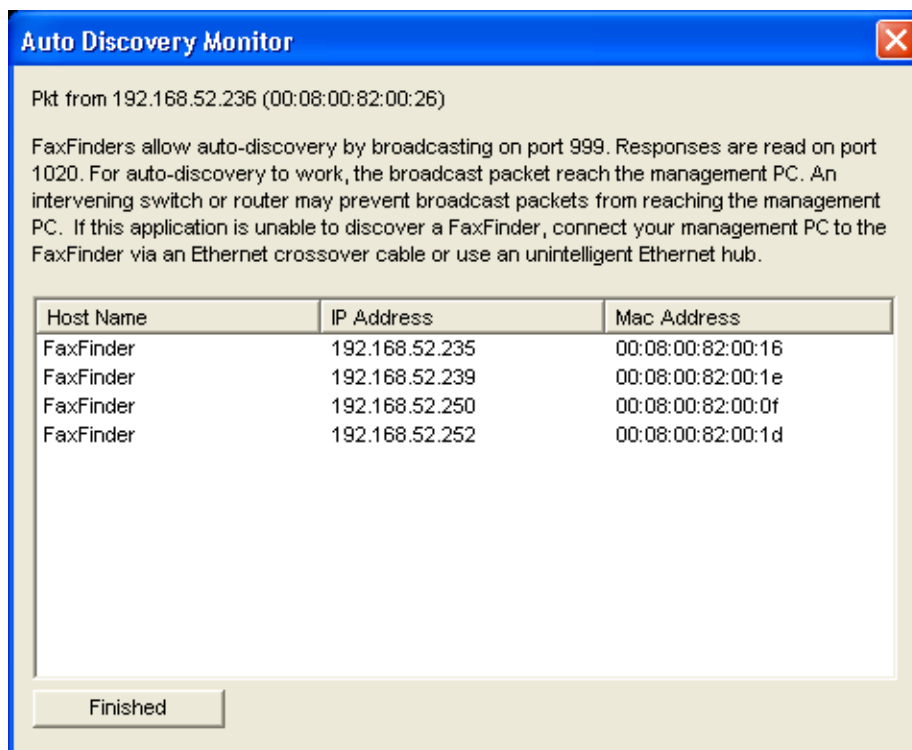
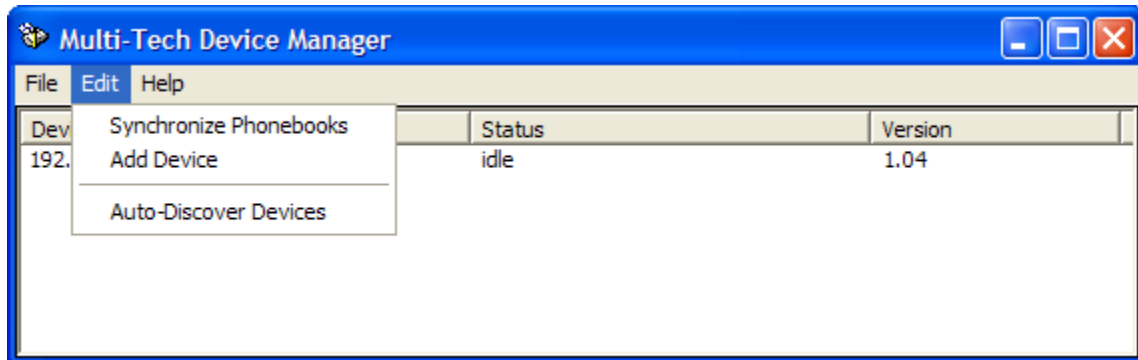
To add a FaxFinder/CallFinder/MultiAccess unit to the system, start at the main Device Manager screen. Open the **Edit** menu and select **Add Device**. When the **Add Device** screen appears, enter the IP address, Username, and Password for the unit you are adding to the system. Then click **OK**.



Using the Auto-Discovery Monitor

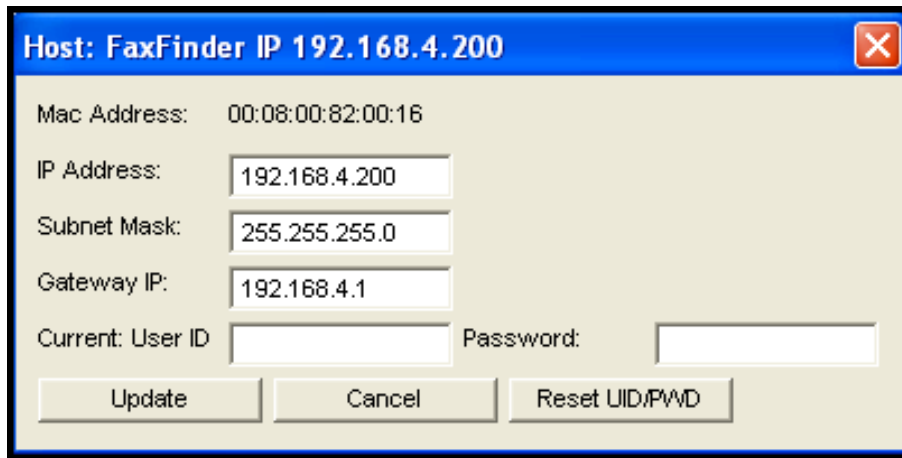
The **Auto-Discover Devices** command of Device Manager will automatically search the network for FaxFinder, CallFinder, or Multi-Access units. The **Auto-Discover Devices** command is in the Edit Menu. When invoked, the **Auto Discovery Monitor** screen will appear and will display FaxFinders, CallFinders, and Multi-Access units on the system and identify each (with Host Name, IP Address, and Mac Address). It will not discover devices outside your network. For example, if the IP address of the computer running Device Manager is 134.146.8.90, this feature would discover such devices only in the 134.146.8.x network, but not in 134.146.10.x or other networks.

Auto Discovery. You initiate the command from the **Edit** menu. A list of devices will soon appear in the **Auto Discovery Monitor** window.



The polling process takes a few minutes to complete. (The Auto Discovery Monitor will only detect FF100, FF110, and FF200 units that have been restarted within the past 10 minutes. This limitation does not apply to other FaxFinder units.) After a device has been detected you can add it to the group of devices that the Device Manager software is serving by entering the appropriate Username and Password for the discovered unit in the Device Manager's **Add Device Address** screen.

Viewing Parameters of a Selected Device. If you double-click on a device in the list in the Auto-Discovery Monitor's main screen, another screen with details about that device will appear. That second screen specifies the device's Mac Address, IP-related parameters, and presents blank fields for its Username (User ID), and password.



The screenshot shows a dialog box titled "Host: FaxFinder IP 192.168.4.200". It contains the following fields and buttons:

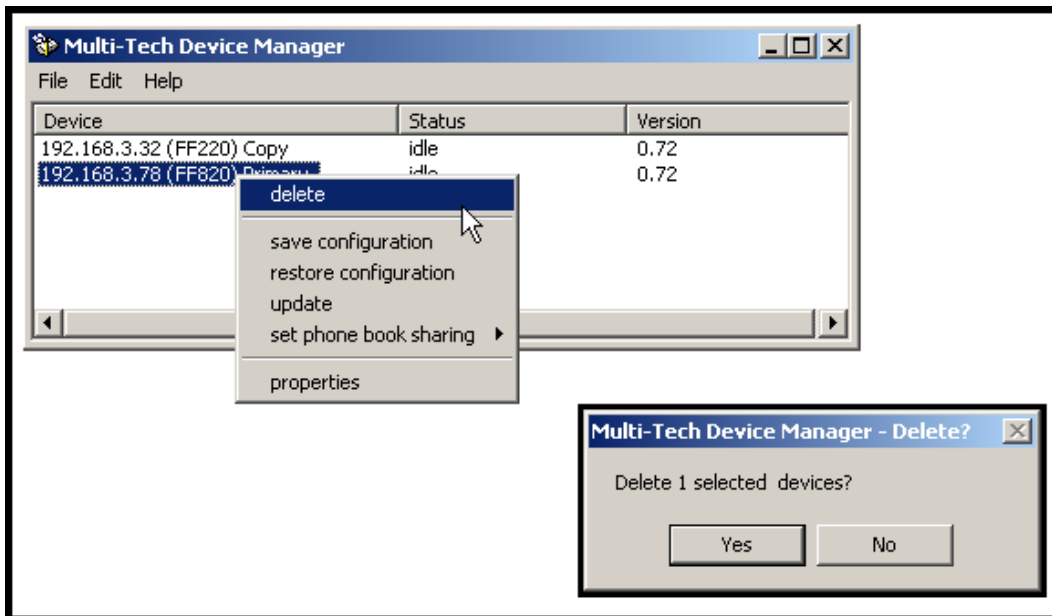
- Mac Address: 00:08:00:82:00:16
- IP Address: 192.168.4.200
- Subnet Mask: 255.255.255.0
- Gateway IP: 192.168.4.1
- Current: User ID: [] Password: []
- Buttons: Update, Cancel, Reset UID/PWD

Changing Parameters of a Selected Device. If a device has been discovered, you can reset its Username (User ID) and Password to their default values (**admin** and **admin**) using the **Reset UID/PWD** button. You can also change the "IP Address," "Subnet Mask," and "Gateway IP" fields for the selected device. You must enter a valid User ID and password to the Fax Finder server to change any of these fields. To finalize the changes to any of these parameters, click **Update**. After the changes are made, the main **Auto Discovery Monitor** screen will return.

Clicking **Finished** will simply close the Auto Discovery Monitor screen.

Deleting a Device

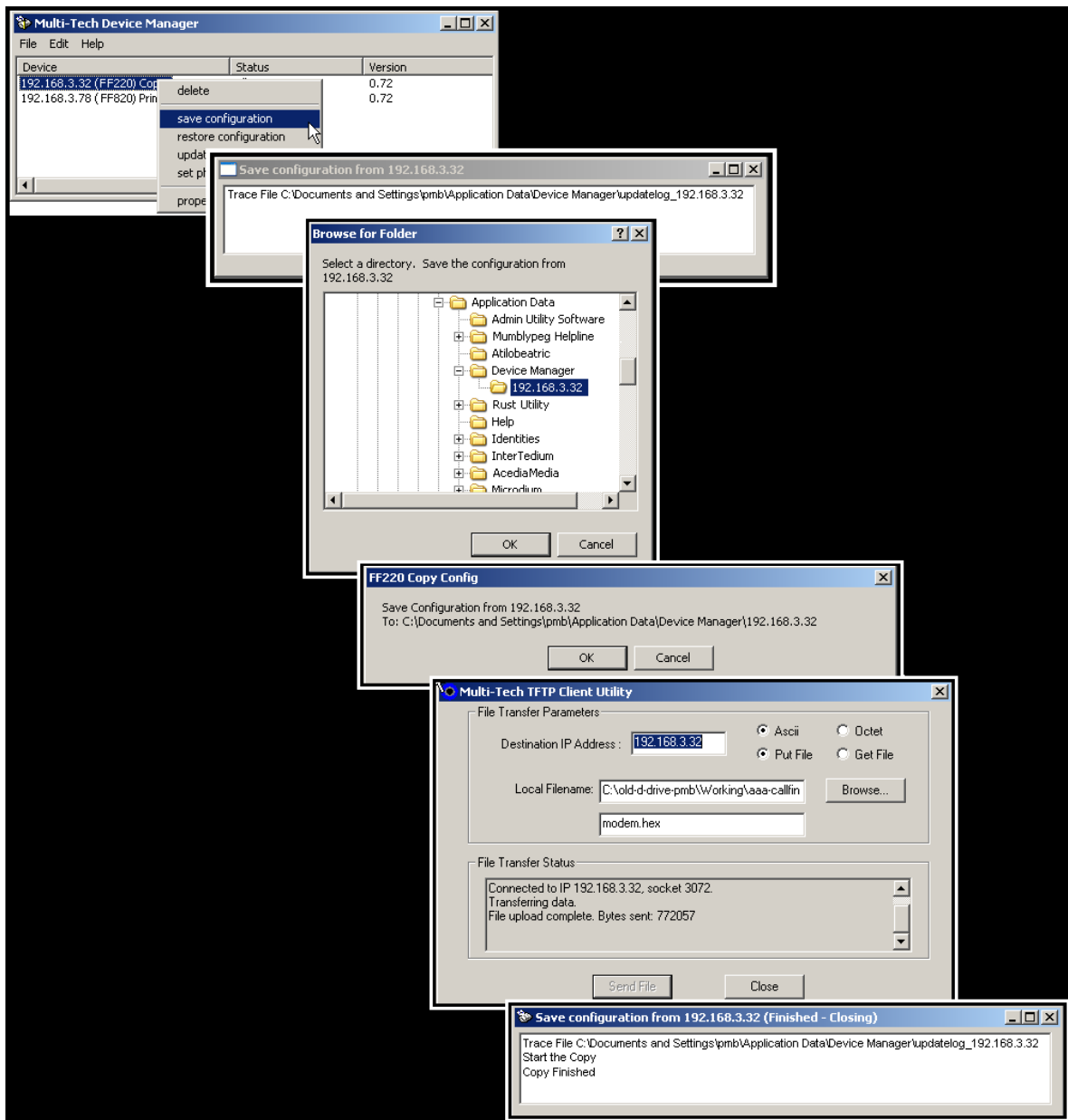
Invoking the **Delete** command removes the selected device (FaxFinder, CallFinder, or Multi-Access unit) from the system. Once deleted, the device will no longer be under the management of the **Device Manager** software. Click **Yes** at the 'confirmation' screen to complete the deletion command.



Saving a Configuration

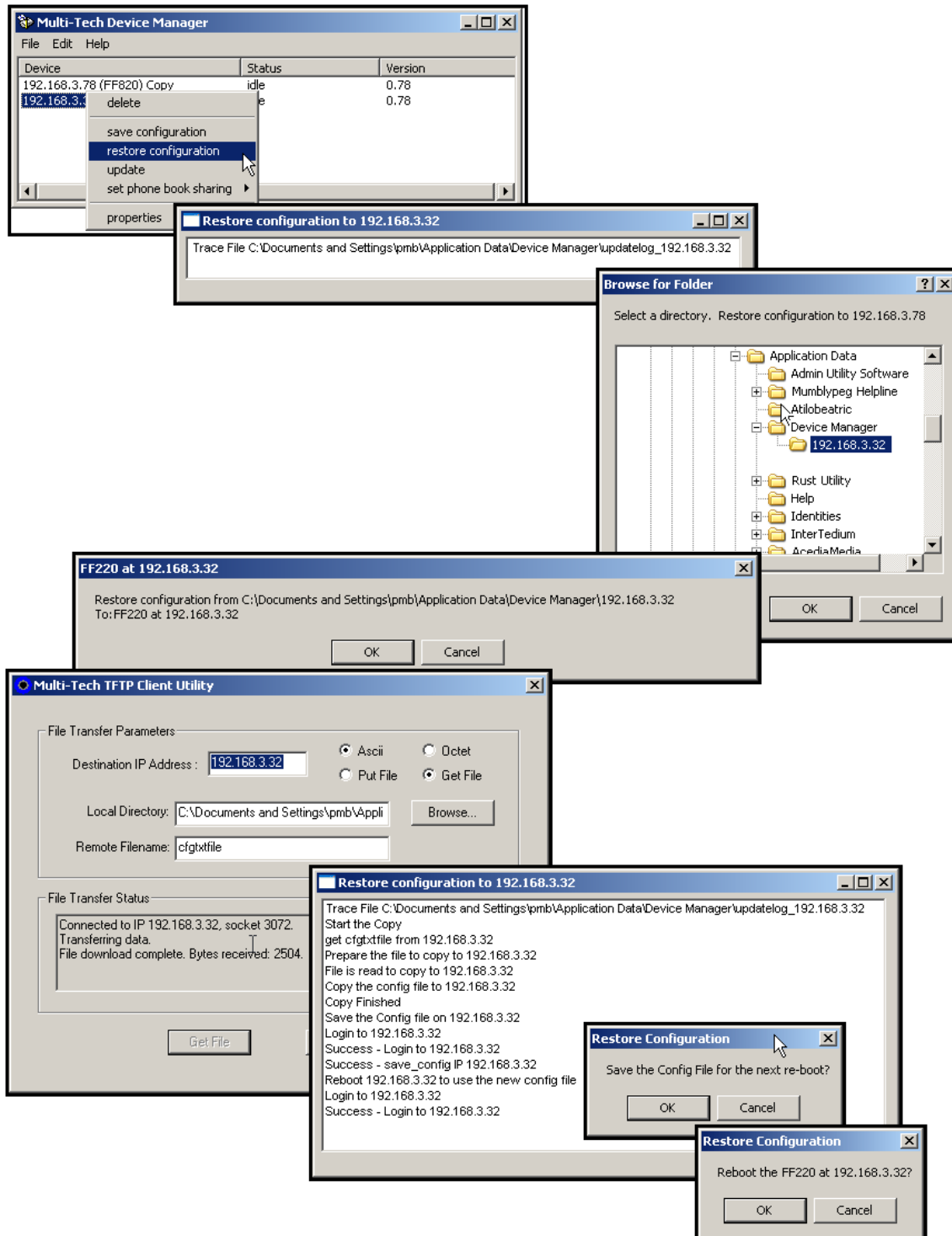
Each type of device in the FaxFinder/CallFinder/MultiAccess family saves all of its settings (IP address, password, modem parameters, DID channel parameters, phone book settings, etc.) internally. This group of settings is its configuration. This same group of settings can be saved on the computer running the Device Manager software. Once saved, the configuration can be retrieved from the computer and re-installed onto the device using the **Restore Configuration** command.

To save the configuration for a particular device, select the unit in the main Device Manager screen, right-click on it, and select **Save Configuration**. Choose the location at which the configuration file will be stored and click **OK**. Then, at the 'confirmation' screen, click **OK** again.



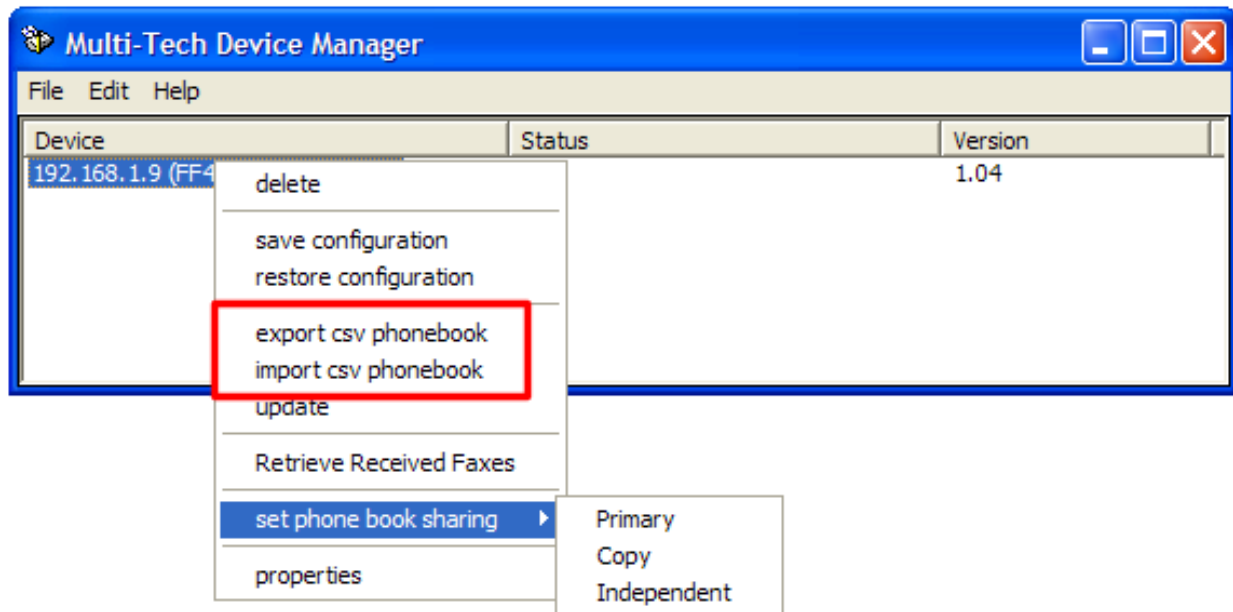
Restoring a Configuration

To re-install on the device (FaxFinder, CallFinder, or MultiAccess unit) a group of settings (configuration) previously saved on the computer running the **Device Manager** software, use the **Restore Configuration** command. Device Manager will browse, by default, to an automatically determined directory that contains a saved configuration.

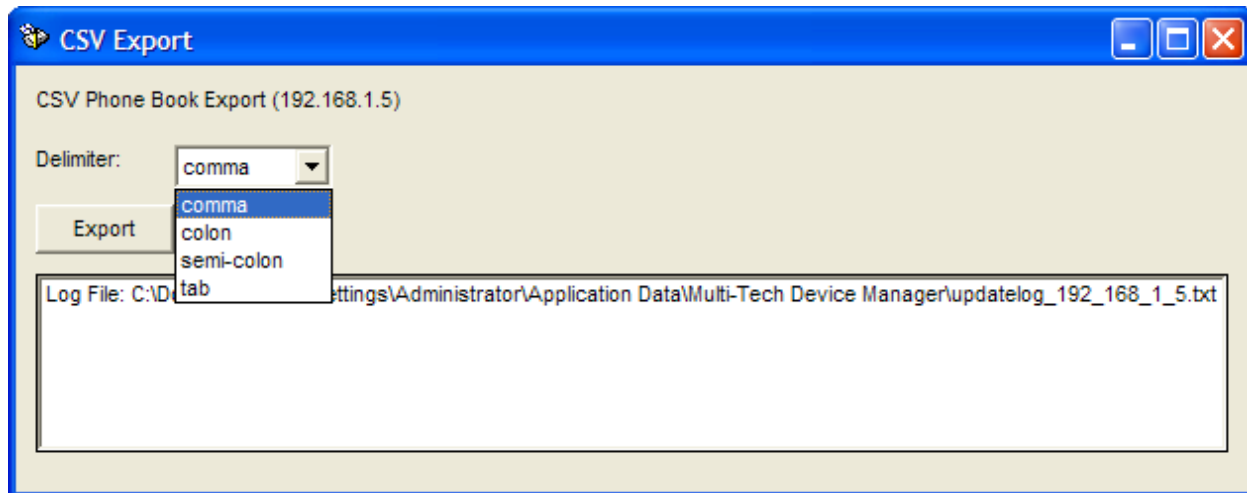


Exporting a CSV Phonebook

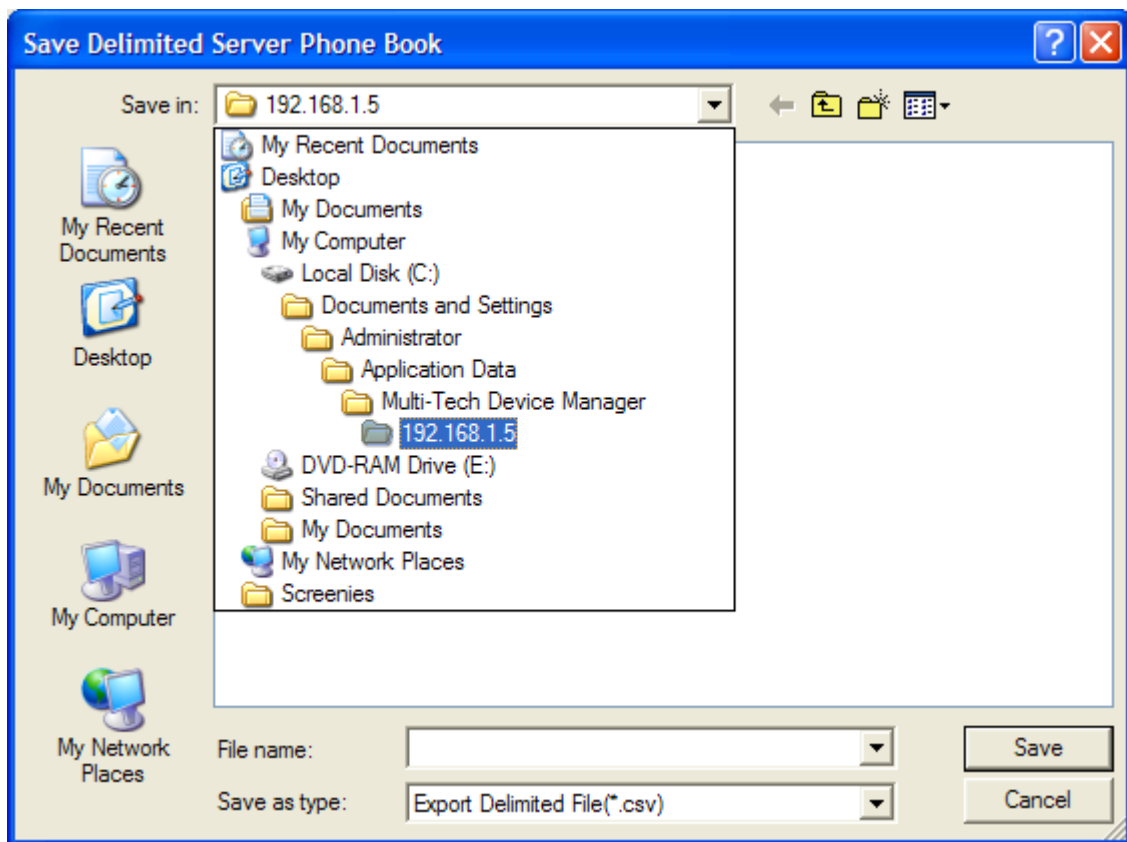
By using the export CSV phonebook command, you will create a comma separated file that is easily imported into other FaxFinder units.



Right click on the server that you want to export from and select export CSV phonebook. This will export the user defined portion of the phone book as a delimited (CSV) file.



The CSV Export window will appear. Select the type of delimiter you would like to use and click Export.

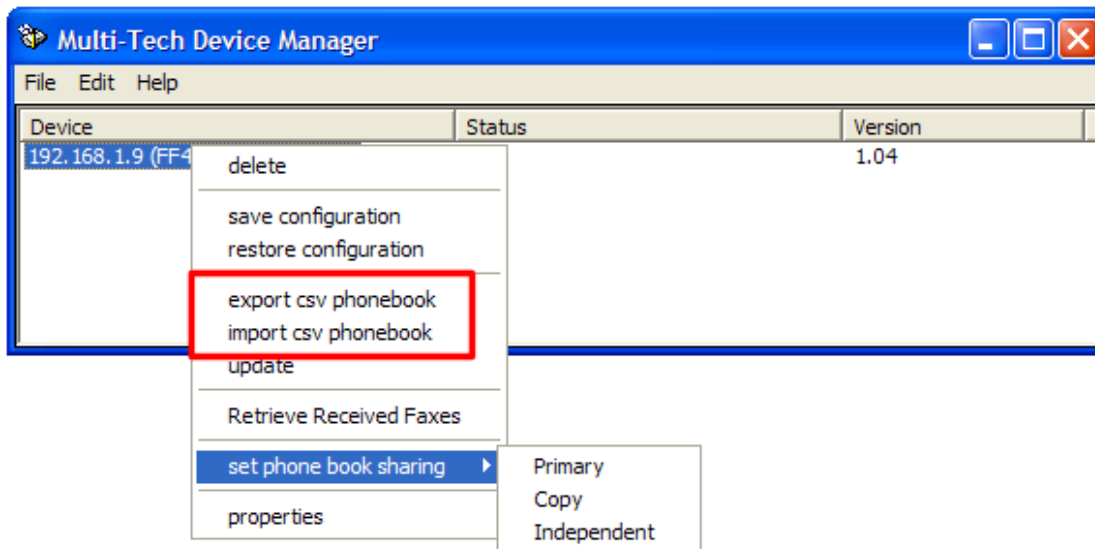


You will be prompted for a location to save the CSV file. The default directory location is the IP address of the FaxFinder.

The phone book in 'FaxFinderComma.csv' can be edited and then imported into another FaxFinder server.

Importing a CSV Phonebook

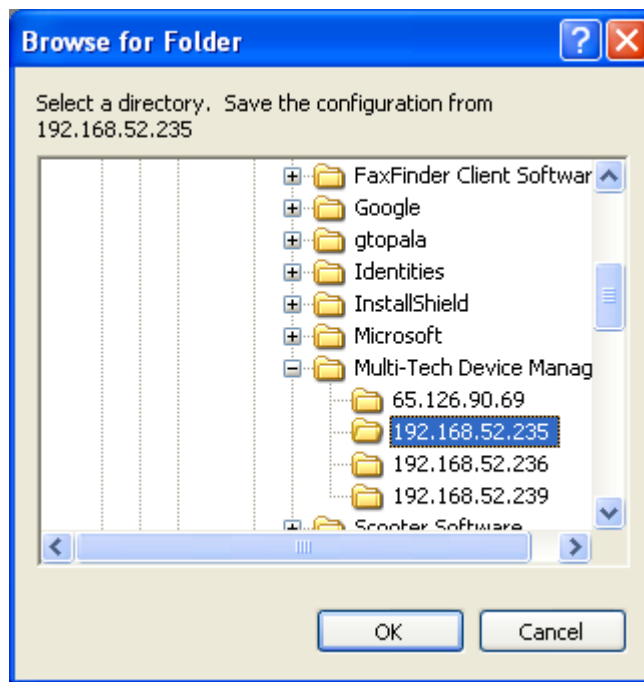
The companion to exporting a CSV phone book, importing a CSV phone book takes a file created by the export command and replaces the current phone book with that of the unit the file was exported from. This is useful to make wholesale changes to the FaxFinder server's user defined phone book entries. The following procedure and screens will illustrate this feature.



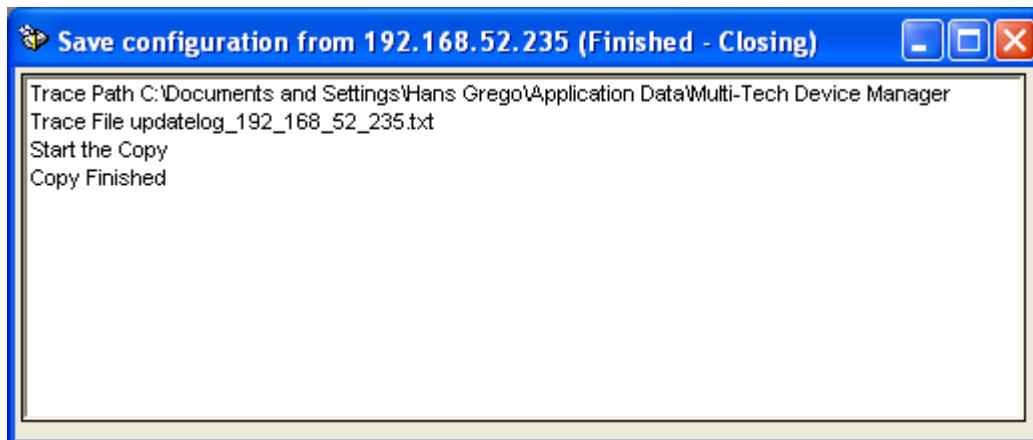
Right-click on the FaxFinder that you want the phone book to be replaced with a new phone book, and click **import csv phonebook**.



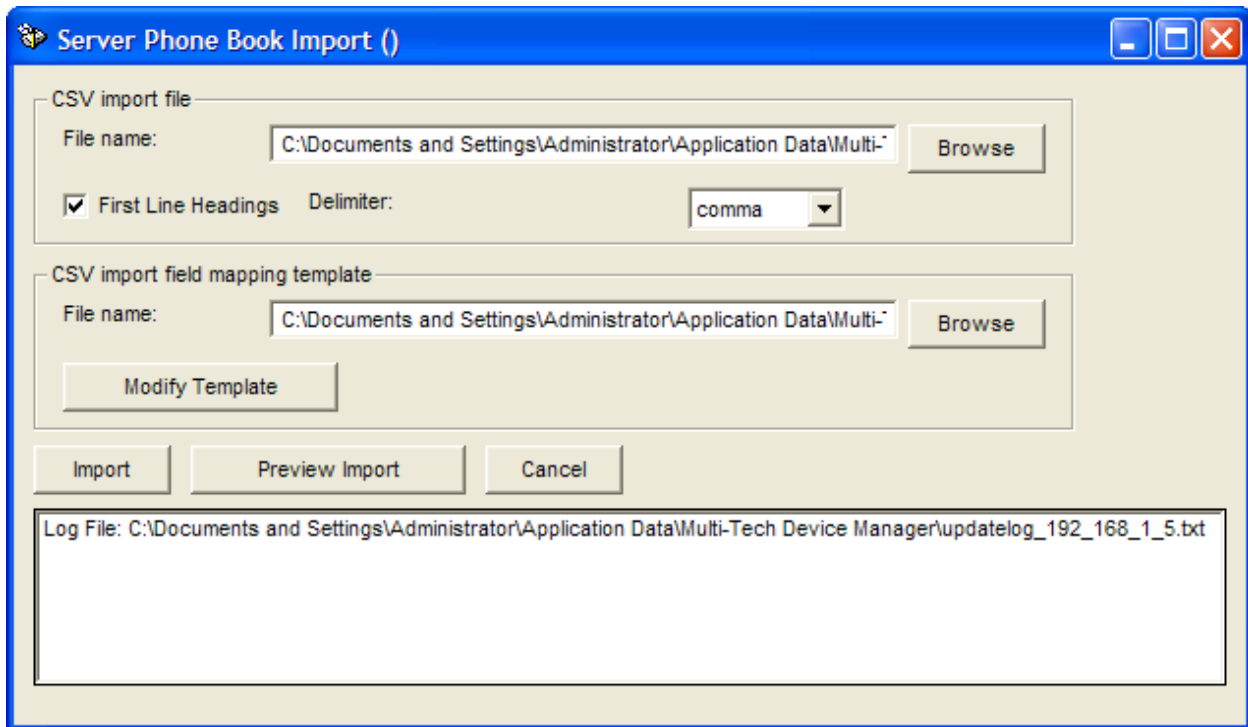
You will be prompted to save the Configuration file before updating. It's a good idea to save the configuration periodically, especially when you are making changes.



You will be asked to select the folder where you want the configuration file to be saved to. The default folder location is the IP address of the FaxFinder.



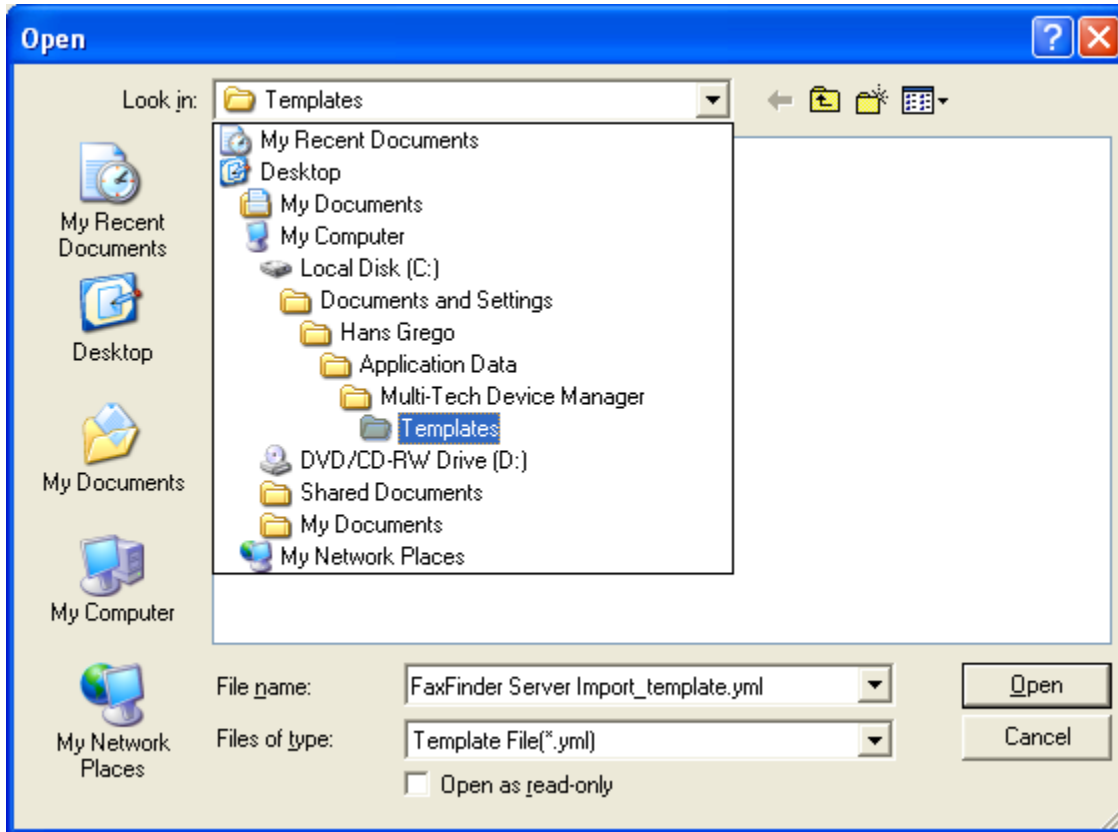
A window will show that the file was saved successfully.



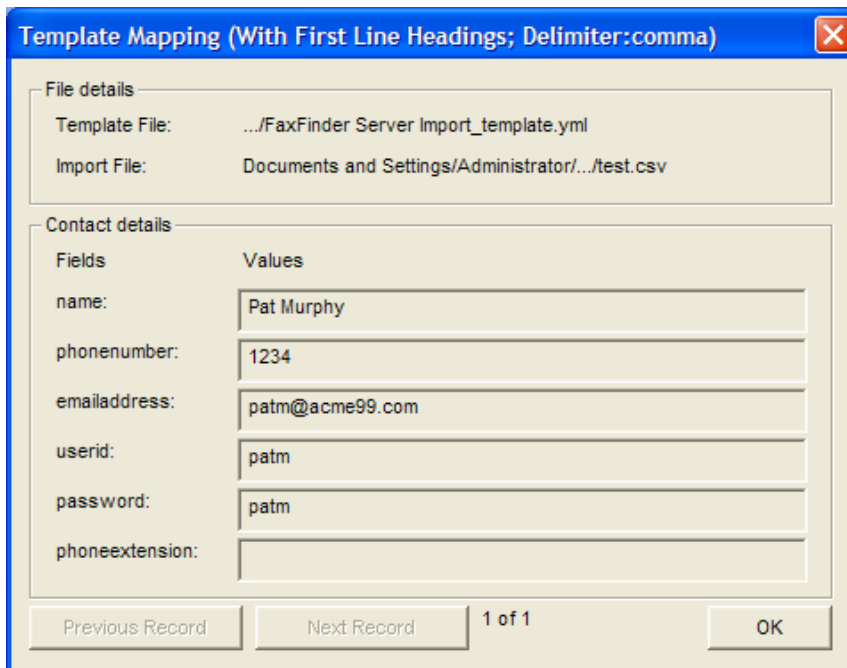
After the Configuration file is saved, the **Server Import Dialog** appears. You can select the file to import, select a file-mapping template or define a new template. Then you can preview the Import to check for accuracy. Click Import when you are ready to copy the Phone book to the FaxFinder Server.

The next few steps will complete the process.

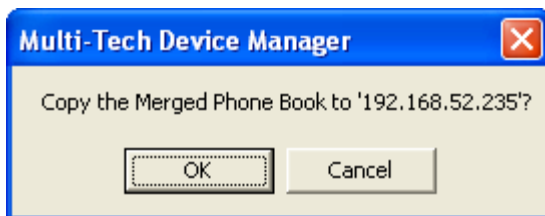
1. Click **Browse** after the **File name** field and select the file you wish to import. In most cases this would be a CSV file exported previously from a FaxFinder server. Check the **First Line Headings** check box if the CSV import file has headings. Files exported with CSV Export contain first line headings to make editing of the phone book easier.



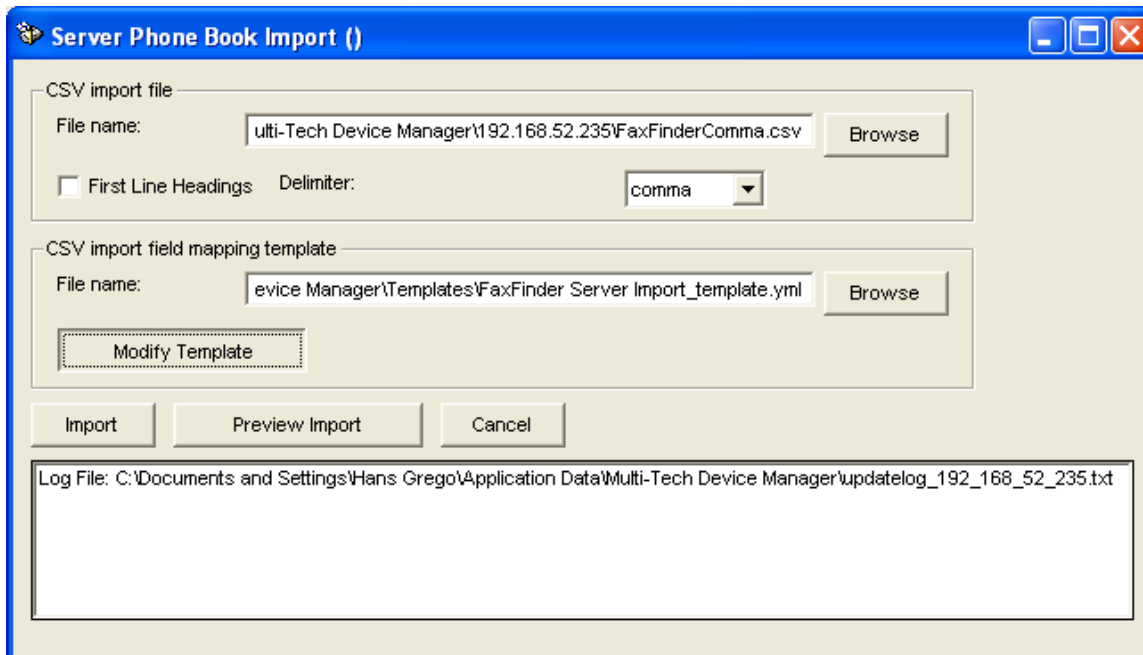
2. **Browse** to an import template. **FaxFinder Server Import_template.yml** was created to import a phone book exported from one FaxFinder into a second one. Or you can click **Define Template** to create a mapping of the CSV file to the FaxFinder Server Phone book fields.



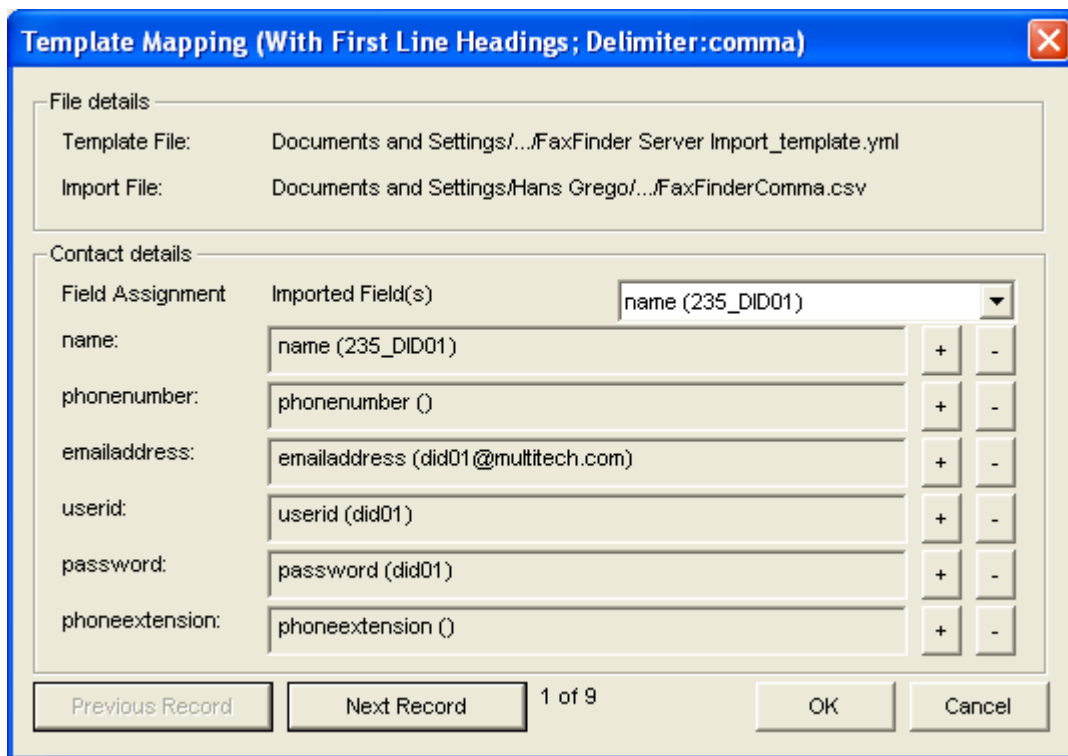
- Click the **Preview** button to view the Mapping of the Import Phone book to compare it to the Contact Field Names.



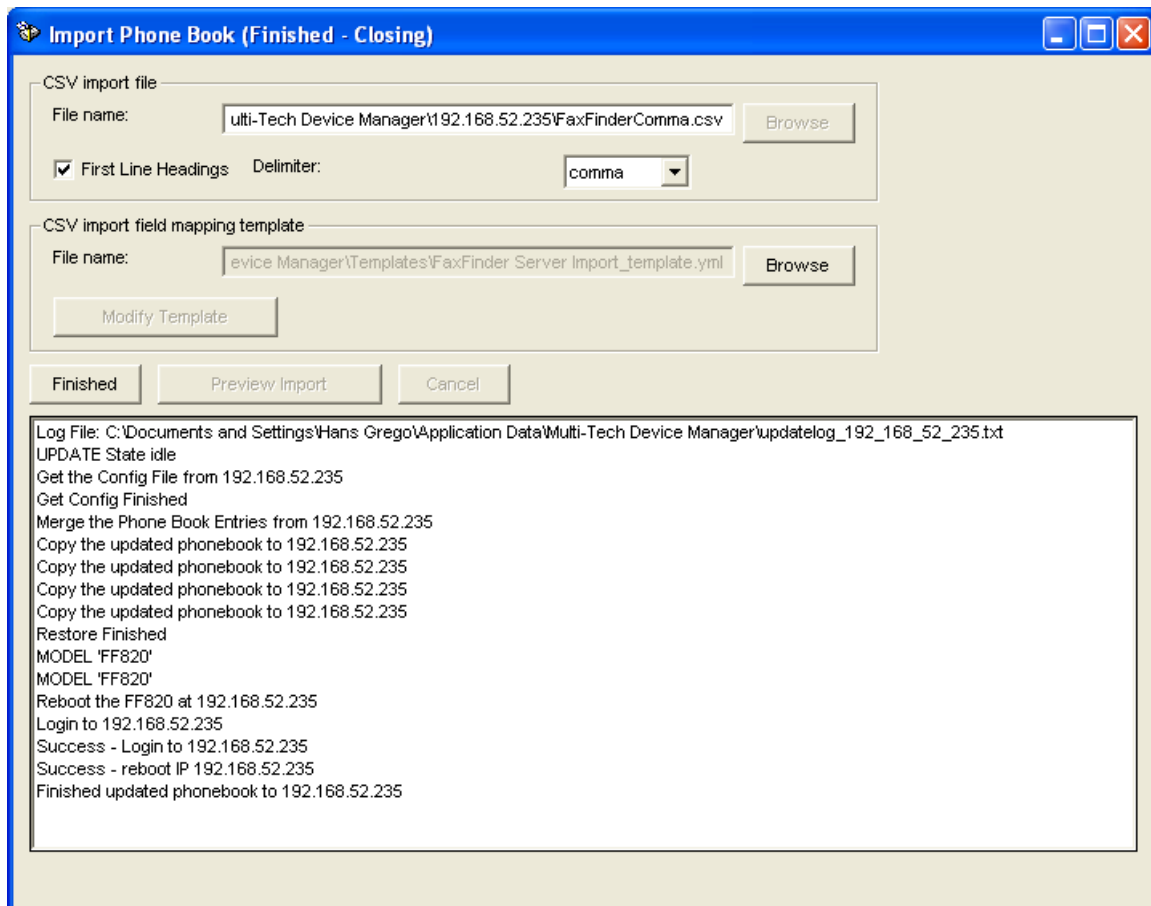
- Select the **Import** button to begin copying the Phone Book to the FaxFinder Server and verify by clicking OK.

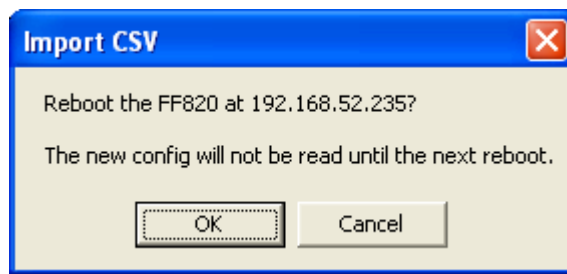


- Click **Modify Template** to make changes to an existing template. You can select fields from the Imported Fields drop down and map them to existing Contact Fields listed in the Field Assignment column. Use the - button to remove a mapping, and the + button to create a mapping.



- Once the Import is finished you will be asked to reboot the FaxFinder Server. The updated phone book will not be used until a reboot occurs.

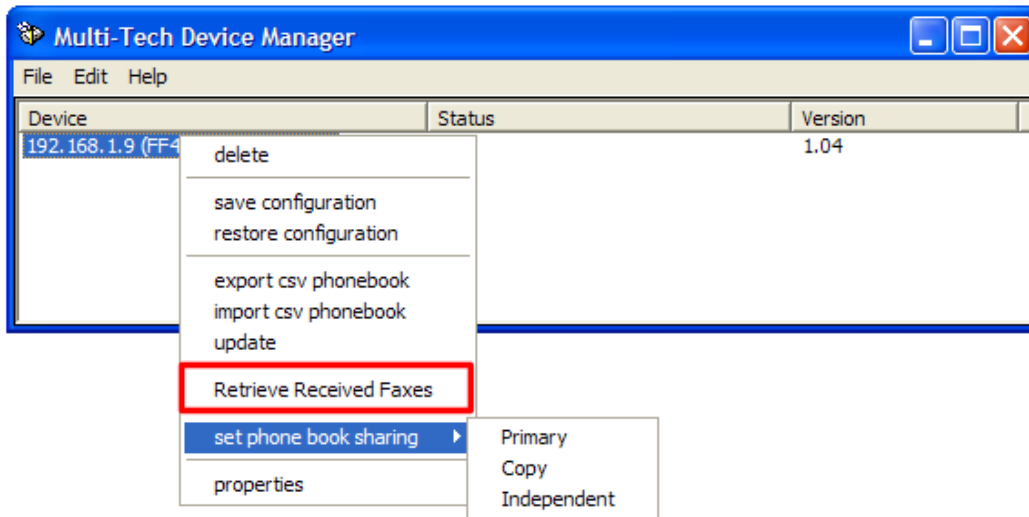




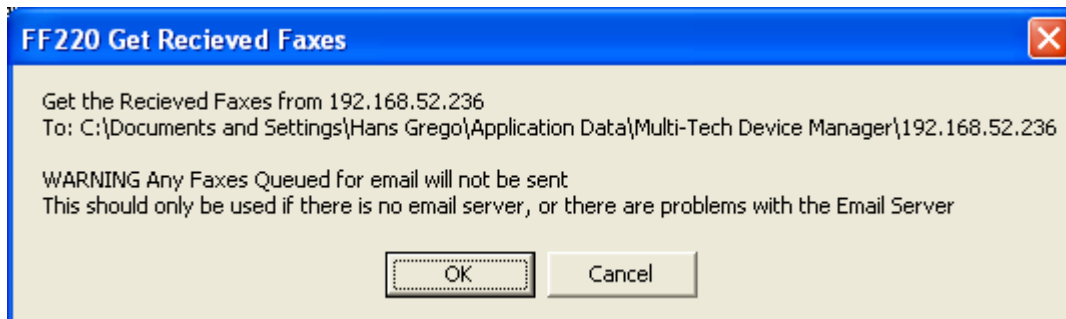
The importation is complete, and the FaxFinder Server Phone Book has been replaced.

Retrieving Received Faxes

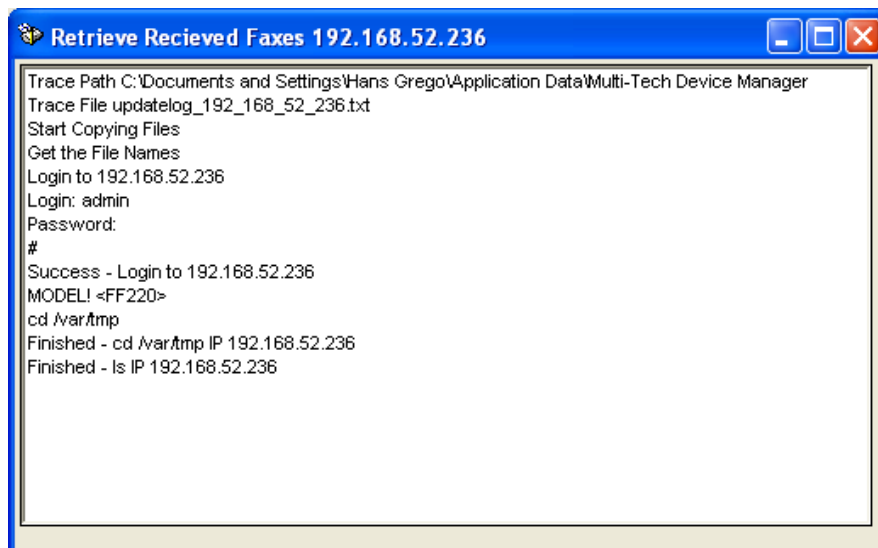
Retrieve Received Faxes provides a way to FTP faxes off a FaxFinder Server when there are problems with the email server. If problems occur with the delivery of faxes via email you may retrieve them from the FaxFinder Server. Normally, this option would not be required, unless directed by Tech-Support.



Right Click the FaxFinder Server and select **Retrieve Received Faxes**.



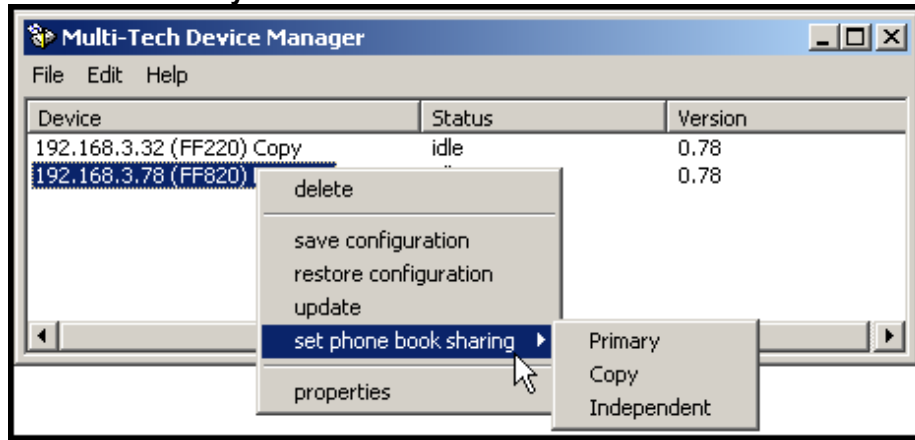
Clicking OK will begin the process of retrieving faxes.



The faxes are copied to the default File Folder for the Device Manager by IP Address.

Setting Phone Book Sharing

The phonebook of a **Primary** FaxFinder unit is a source or central phonebook. Phone numbers should be entered into this phonebook. The central phonebook list is downloaded (by use of **Synchronize Phonebooks** command) from the Primary FaxFinder unit into the phonebook of each **Copy** FaxFinder unit. If phone numbers are added to the phonebook of a **Copy** FaxFinder phonebook, they will be overwritten and lost at the next **Synchronize Phonebooks** command.



Phonebooks of **Independent** FaxFinder units do not participate in phonebook sharing.

Viewing Properties

The **Properties** command brings up the **Multi-Tech Device Manager – N.N.N.N** screen on which you can view the IP Address and Username of the Device (FaxFinder, CallFinder, or MultiAccess) and determine the number of characters in its Password.



Firmware Updating Process

Over time, new versions of firmware will be issued. When these newer versions become available, you will want to secure the firmware files (typically by downloading them from the Multi-Tech web site) and install them.

There are two parts to a full firmware update:

- (a) updating modem firmware for all modems

For POTS modems, the form of the file name is **dwqgXy.hex**; where **X** is a version number and **y** is a version letter.

For the DID channel modem of the FF110, the form of the file name is **ecqgXy.hex** where **X** is version number and **y** is version letter

Modem firmware can be updated on modems one by one or all in one command.

- (b) updating server firmware for the FaxFinder/CallFinder/MultiAccess unit

The File name format is **<model>_X_Y.bin** where **X** is the primary version number and **Y** is the extension.

NOTE: You must have the update files on your computer **before** beginning this procedure. The latest version of these files will be available on the Multi-Tech web site. Put them in a directory on a computer connected to the network on which the FaxFinder/CallFinder/MultiAccess unit is running.

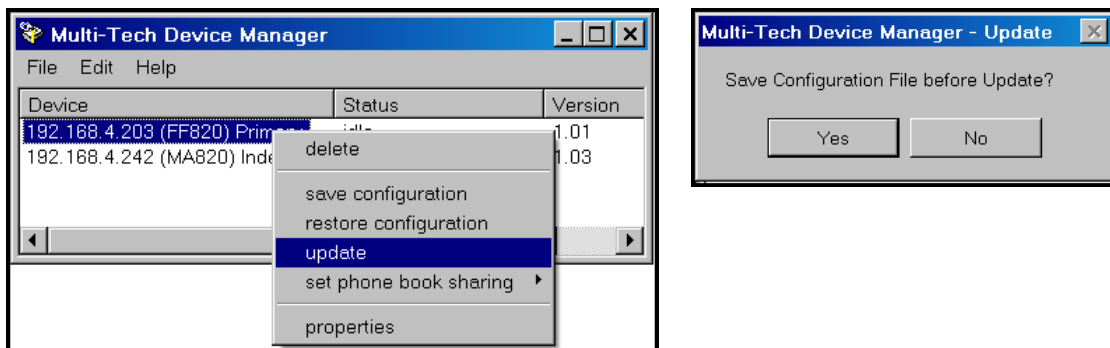
NOTE: Updating the FaxFinder/CallFinder/MultiAccess unit will take it out of operation for a few minutes (allow 10 minutes for each update if you already have the new firmware in a directory on the host computer). Do the update at a time that is not critical to your organization's usage of the unit.

NOTE: Under rare circumstances, boot code may need to be updated. For this, contact Multi-Tech Technical Support.

To update firmware, follow the steps shown below.

Modem Firmware Update

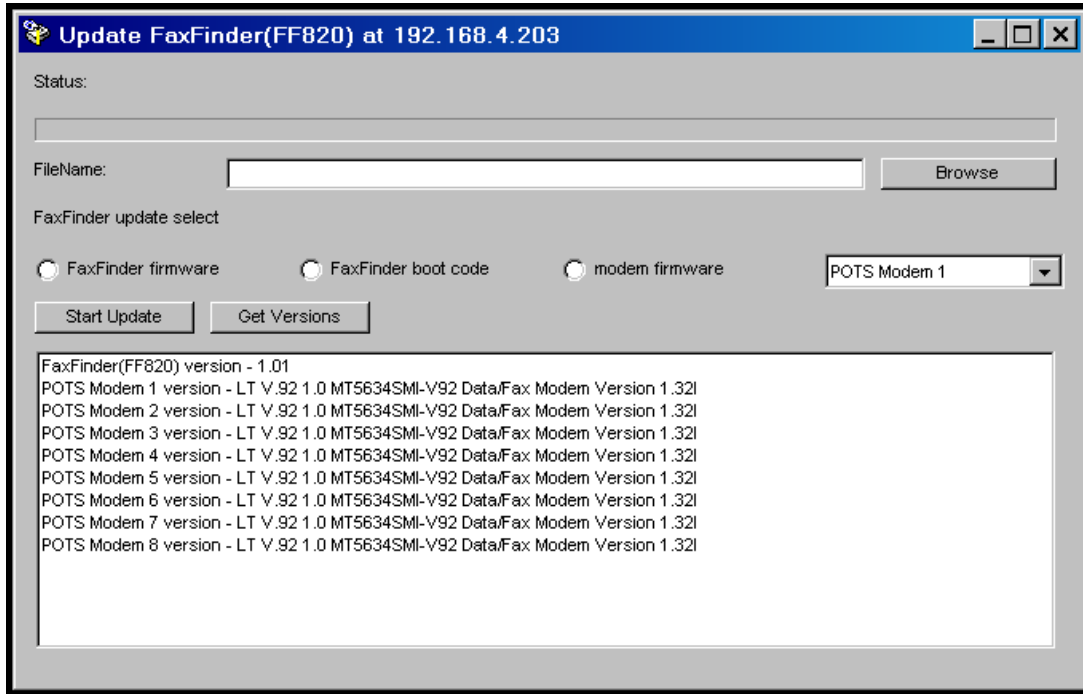
1. Bring up the **Device Manager** software main screen. In the **Device** column, identify the FaxFinder/MultiAccess unit on which the update is to be done. Be sure that the Status of that FaxFinder/MultiAccess unit is **idle** before continuing. (You cannot update the FaxFinder/MultiAccess while it is handling a call.) Select that FaxFinder/MultiAccess unit and right-click on it. In the menu that appears, select **Update**. Before the Update can be invoked, you will be prompted to save your current configuration.



Click **Yes** and the software will lead you through the steps shown in the procedure "Saving a Configuration" presented earlier in this chapter.

For the remainder of this procedure, we will illustrate modem updating with an 8-port FaxFinder (8 POTS modems). The procedure will be essentially the same for Multi-Access units. For current CallFinder models, DID channel modem updating is not necessary. For the FF110 FaxFinder, both a POTS modem and a DID channel modem would need to be updated separately.

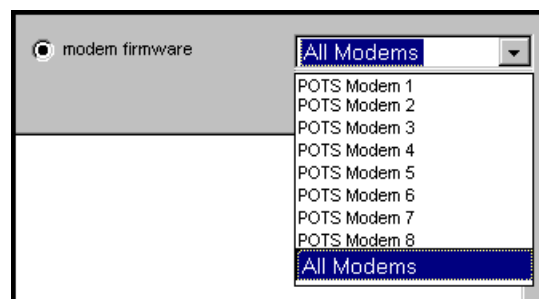
- The **Update FaxFinder N.N.N.N** screen will appear. The current versions for the FaxFinder server firmware and firmware for the FaxFinder's modems will be listed in the main window.



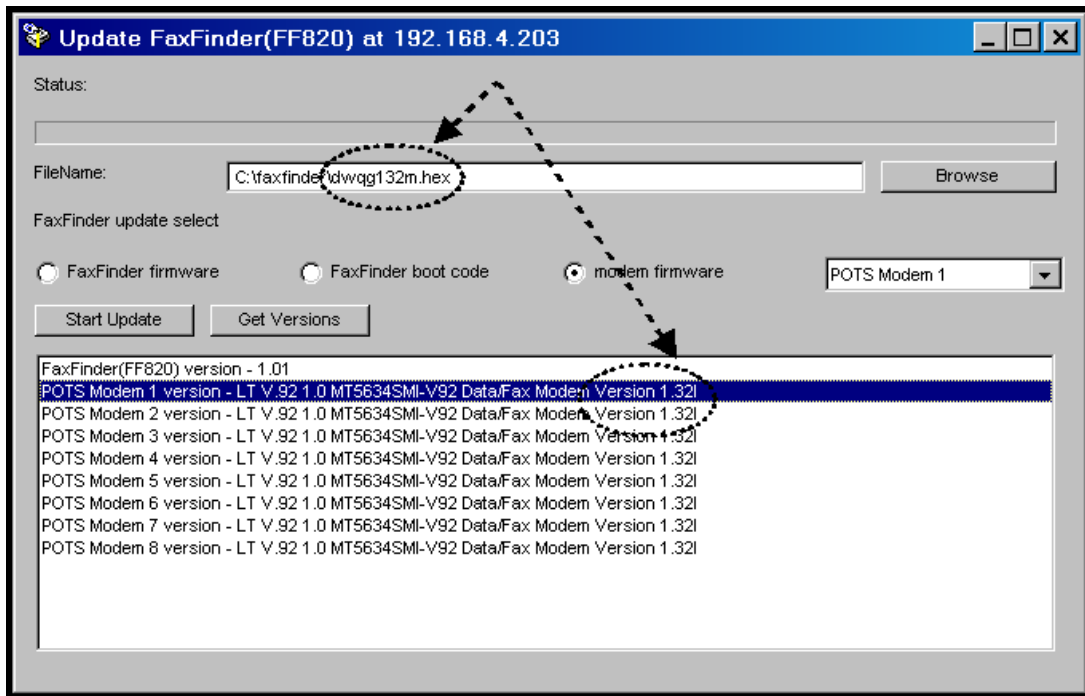
In the bottom (and largest) pane of the **Update FaxFinder N.N.N.N** window, read the list and write down the version of firmware currently in use for the modems. Compare these versions with the update file that you plan to use. *Make sure that the file to be installed really does supersede the one currently installed.*

In the **FaxFinder Update Select** field, click on the **Modem Firmware** radio button and select the modem (1, 2, 3, etc.) that you want to update from the drop-down list.

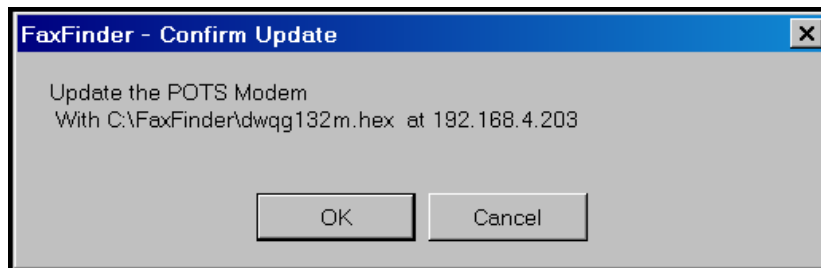
You can also choose to update all modems with a single command. This is highly recommended.



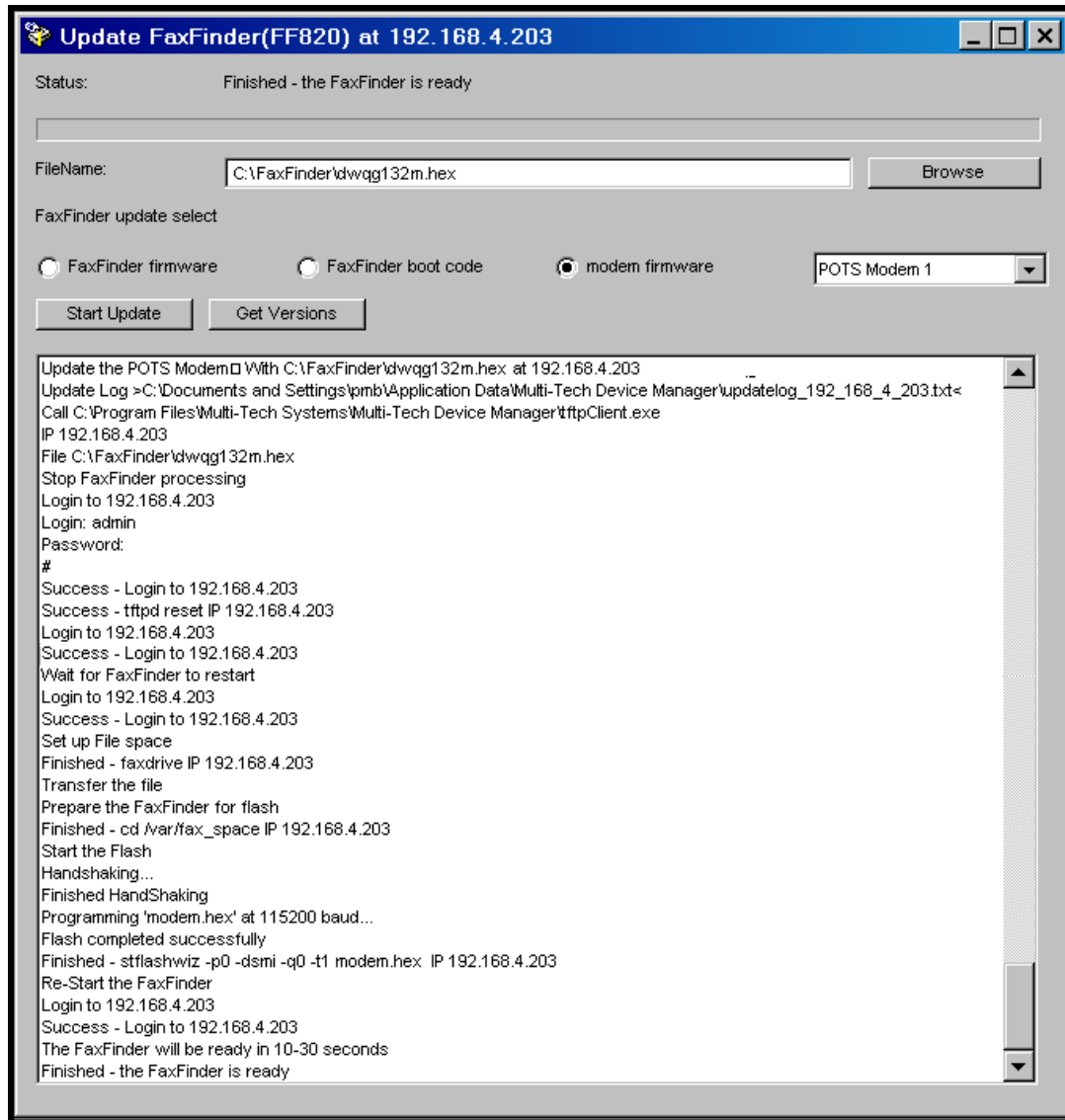
- Browse to the location of the most recent firmware file. Again, confirm that the update file has a higher version level than the firmware file that it will replace.



- Click **Start Update**.
- The **FaxFinder – Confirm Update** screen will appear. Click **OK**.



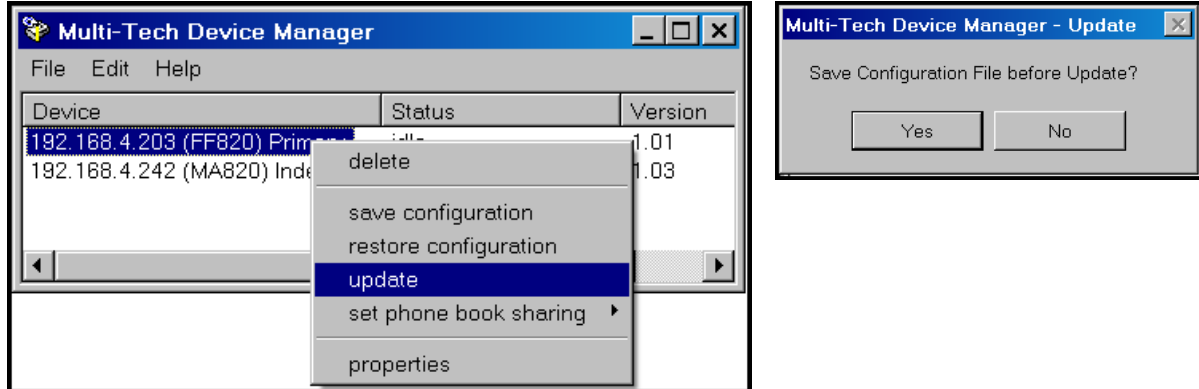
6. The updating process will take as long as a minute. During this time, several messages will appear in the Update FaxFinder N.N.N.N window. A transient TFTP screen may appear briefly. If the updating process has been successful, the final message line will say “Finished – The FaxFinder is ready.” If you chose to update all modems with a single command, it will take about the same length of time for each modem to be updated.



7. If you are updating the modems one-by-one, repeat steps 1-6 for each modem of the unit. For consistency of operation, update all POTS modems of all FaxFinder units in the system.
8. The updating process is now complete. Click the “X” in the upper-right corner to close the update window and return to the main **Device Manager** screen.

Server Firmware Update

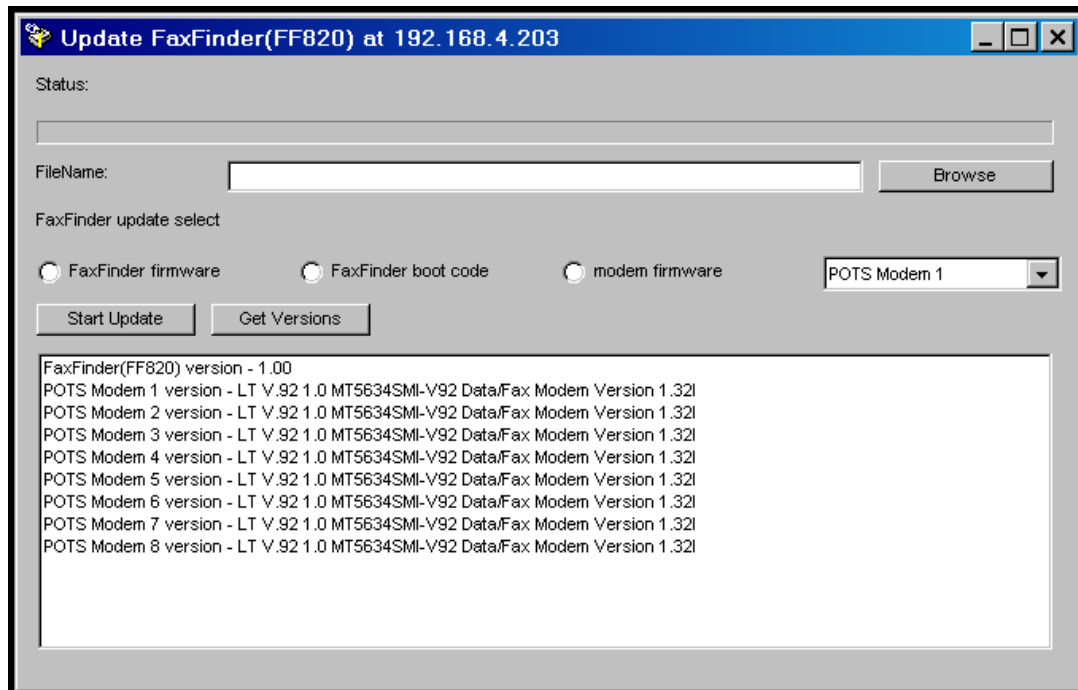
1. Bring up the **Device Manager** software main screen. In the **Device** column, identify the FaxFinder unit on which the update is to be done. Be sure that the Status of that unit is **idle** before continuing. (You cannot update the FaxFinder/CallFinder/MultiAccess unit while it is handling a call.) Select that FaxFinder unit and right-click on it. In the menu that appears, select **Update**. Before the Update can be invoked, you will be prompted to save your current configuration.



Click **Yes** and the software will lead you through the steps shown in the procedure “Saving a Configuration” presented earlier in this chapter.

For the remainder of this procedure, we will illustrate server updating with an 8-port FaxFinder (FF820). The procedure will be essentially the same for other FaxFinders, for CallFinders, and for Multi-Access units.

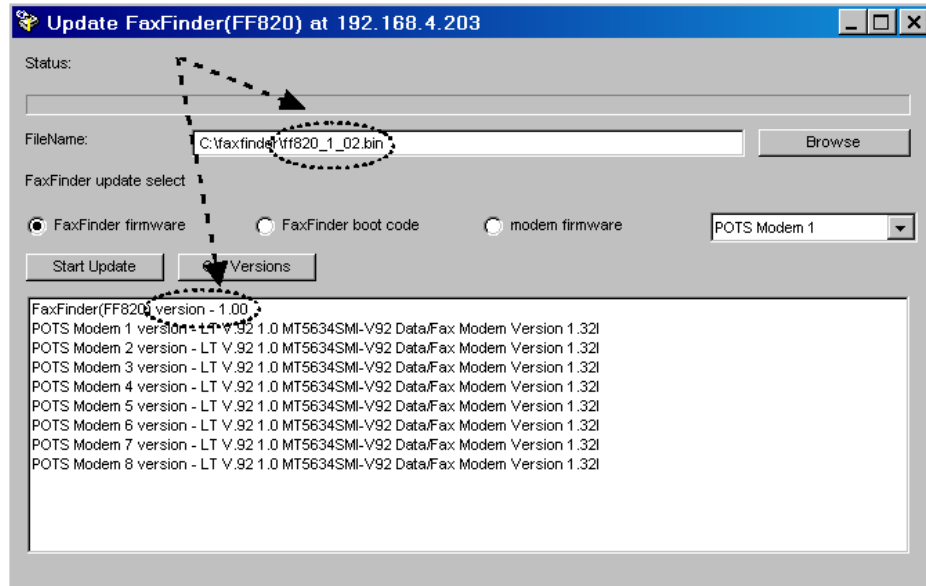
2. The **Update FaxFinder N.N.N.N** screen will appear. The current firmware versions for the FaxFinder server and for all of its modems will be listed in the main window.



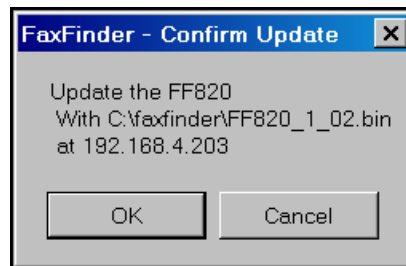
In the bottom (and largest) pane of the **Update FaxFinder N.N.N.N** window, read the list and write down the version of firmware currently in use for the FaxFinder server. Compare this version with the update file that you plan to use. Make sure that the server firmware file to be installed really does supersede the one currently installed on the unit.

In the **FaxFinder Update Select** field, select “FaxFinder firmware.”

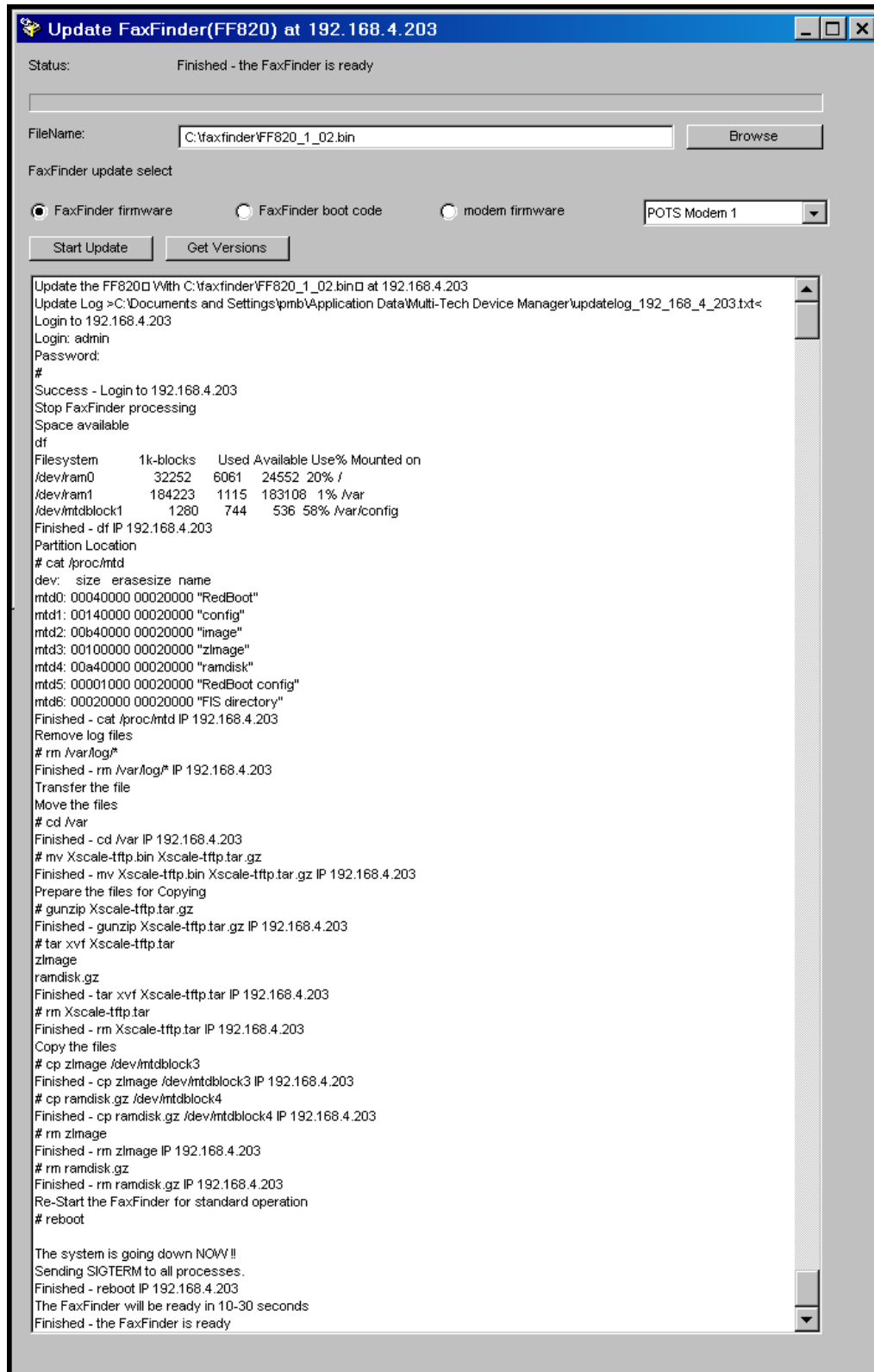
- Browse to the location of the most recent firmware file. Again, confirm that the update file has a higher version level than the firmware file that it will replace. Click on the name of the correct file and then click on the open button.



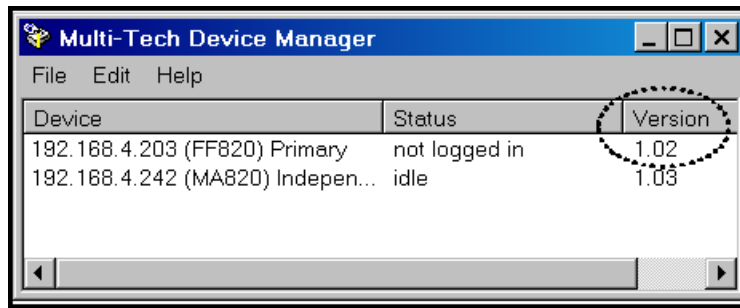
- Click **Start Update**.
- The **FaxFinder – Confirm Update** screen will appear. Click **OK**.



6. The updating process will take as long as a minute. During this time, several messages will appear in the **Update FaxFinder N.N.N.N** window. A transient **TFTP** screen may appear briefly. If the updating process has been successful, the final message line will say "Finished – The FaxFinder is ready." The network connection to the FaxFinder may be reset several times.



7. Close the **Update FaxFinder N.N.N.N** window. In the main **Device Manager** window, the updated version will be listed.



8. Repeat steps 1-7 for each FaxFinder unit in the system.

NOTE: For proper operation of the FaxFinder system, including the sharing of Phone Book data, the server firmware version for all FaxFinder units must be the same.

9. The updating process is now complete.

Appendix A – Troubleshooting

1. What if I can't see the web page for my FaxFinder?

REMEDY: Verify that the Admin PC is actually on the same subnet as the FaxFinder and that it can be “pinged.”

Launch a Command Prompt.

(In WinXP, go to **Start | All Programs | Accessories | Command Prompt**.

In Win2000, go to **Start | Programs | Accessories | Command Prompt**.)

Type **ipconfig** to verify that the Admin PC's IP address is in the same network as the FaxFinder's IP address.

Then type **ping 192.168.2.1** (or *server's current IP address*) and press **Return**.

If the Fax Finder doesn't respond to the ping, try to 'discover' the Fax Finder using the Device Manager software. If the Device Manager cannot discover the Fax Finder, make sure that the Ethernet cable is plugged in and the Link light is lit.

If the FaxFinder unit does reply to the ping and you are still unable to view the FaxFinder web page, then call Multi-Tech Tech Support for more assistance (1-800-972-2439).

2. What if I don't get an email when I set the mail server address?

This pertains to the procedure “Setting up the Mail Server.”

The email may have failed due to one of three causes:

- (A) the name server cannot be resolved,
- (B) the mail server cannot be contacted; or
- (C) the client PC running the mail software cannot connect to the mail server; or
- (D) the administrator's email address may be missing or incorrect;
- (E) the email server does not support SMTP; or
- (F) a discrepancy exists between settings established in the FaxFinder **Administration: SMTP Configuration** screen and the email server's requirements for User ID and/or Password in establishing authentication with the FaxFinder.

A list of the SMTP error codes and brief explanations of what they are is found below in item 6.

CAUSE A: During transmission, the name server's address could not be resolved (that is, the FaxFinder unit could not contact your name server).

RESPONSE A: Contact the FaxFinder unit using telnet and try to ping the name server.

```
telnet 192.168.x.x
```

```
user: admin
```

```
password: admin
```

```
# ping 192.168.y.y (where this is the address of the name server)
```

If the name server ping fails, you must determine why it failed.

The name server may not be reachable because it is on a different subnet. The name server ping could also fail because the default gateway has been set incorrectly.

If the name server ping succeeds, then try to ping the mail server using its domain name.

```
# ping mail.ourcompany.com
```

If you succeed in pinging the mail server by its IP address but yet it cannot be pinged via its domain name, then the name server is not functioning correctly.

If the mail server can be pinged neither by its domain name nor by its IP address, then consider item B below.

CAUSE B: The mail server is not running or cannot be contacted from the FaxFinder unit.

RESPONSE B: Verify that the mail server is running by sending an email to yourself using your email software.

If you cannot send an email to yourself using your email software, then the mail server is not running and you should find out why.

If you can send an email to yourself using the email software, then there is a problem between your mail server and the FaxFinder unit. Call Multi-Tech Tech Support (1-800-972-2439).

CAUSE C: The client PC running the mail software cannot connect to the mail server.

RESPONSE C: If you, as a client, cannot send yourself an email, then contact your administrator; there may be a problem with your mail server.

CAUSE D: The administrator's email address may be missing or incorrect.

RESPONSE D: Check and add/correct the administrator's email address, as needed.

No email message after mail server setup (cont'd)

CAUSE E: The email server does not support SMTP.

RESPONSE E: Contact the FaxFinder unit using telnet either at its IP address or name (if a name server is present) and specify the SMTP Port Number (25 is the common/standard port number, but this number is configurable in the **FaxFinder Administration: SMTP Configuration** screen).

```
telnet 192.168.x.x 25
```

OR

```
... telnet mailserver.somecompany.com 25
```

The email server should then return a "Welcome" message.

Type EHLO

The email server should then return a listing of supported protocols and other information.

If the email server does not respond with a 'Welcome' message, or, if it does not respond to EHLO, then, either the email server does not support SMTP or the port number is wrong (that is, the port number used in the telnet command does not match what was already specified in the **Administration: SMTP Configuration** screen).

If the email server does not support SMTP, it will not inter-operate with any FaxFinder unit.

CAUSE F: A discrepancy exists between settings established in the FaxFinder **Administration: SMTP Configuration** screen and the email server's requirements for User ID and/or Password in establishing authentication with the FaxFinder.

After you have set the FaxFinder Administrator's email address (the first line in the Phone Book), go to the **Administration: SMTP Configuration** screen and click "Update." In response to this, an email will be sent to the FaxFinder Administrator to test authentication between the email server and the FaxFinder.

Email servers have different requirements about User ID and Password with respect to authentication to another server. In order to authenticate, some email servers will require a User ID and Password and will reject authentication if a User ID and a Password have not been provided. For other email servers, a User ID and Password are not required and not allowed and these email servers will reject authentication if a User ID and Password are included.

RESPONSE F: Consult with the administrator of your email server about its User ID/Password requirements for authentication. Then configure the FaxFinder's **Administration: SMTP Configuration** screen fields accordingly. The specific fields are "SMTP Server User ID" and "SMTP Password." Leave these fields blank or fill in these fields according to the requirements of your email server.

3. My FaxFinder 120 or 220 is no longer responding to my inputs.

REMEDY: The FF120 and 220 models have a reset switch in lieu of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reset. This is only necessary if the unit becomes unresponsive.

4. What if the FaxFinder doesn't answer a fax call?

REMEDY for Manual Routing Mode

Use this procedure if during a test call to the FaxFinder, you fail to see the "Waiting for Connect" State in the **Current Status: POTS Modem n** screen and if you fail to hear modem dialup/negotiation tones. -- both the state and the sound must be observable).

- A. Situate yourself in a place where you can see the FaxFinder unit and, simultaneously, use a phone on a regular POTS line.
- B. From that ordinary POTS phone, dial the phone number of the FaxFinder.
- C. As the call is completed, watch the FaxFinder's TD and RD LEDs.

If these LEDs remain off, then the FaxFinder's phone connection may be faulty.

If the LEDs flicker on and off in response to the call, then there is something wrong with the FaxFinder software. Call Multi-Tech Tech Support (1-800-972-2439).

REMEDY for Automated Routing Mode

Use this procedure, if, during a test call to one of the FaxFinder numbers, you fail to see the "Waiting for Connect" State in the **Current Status: POTS Modem n** screen and if you fail to hear modem dialup/negotiation tones. -- both the state and the sound must be observable).

- A. Situate yourself in a place where you can see the FaxFinder unit and, simultaneously, use a phone on a regular POTS line.
- B. From that ordinary POTS phone, dial one of the phone numbers associated with the FaxFinder.
- C. As the call is completed, watch the FaxFinder's TD and RD LEDs.

If these LEDs remain off, then the FaxFinder's phone connection may be faulty.

If the LEDs flicker on and off in response to the call, then there is something wrong with the FaxFinder software. Call Multi-Tech Tech Support (1-800-972-2439).

5. What if I don't get the email to me of the test fax that I sent?

REMEDY. Check the **Current Status: POTS Modem n** screen while the fax is in progress to see if it goes through the following states: Waiting for Connect, Negotiating, Receive Page *n*, Post Page Processing. If it does, then check the Fax Log screen to see what the FaxFinder thought had happened. Also check the Pending Msgs status on the Current Status screen and Email Status to see if it has No Errors. Based on these indications perhaps a solution can be found. If not, call Multi-Tech Tech Support (1-800-972-2439).

6. SMTP Error Code List

Many messages now contain the last response from the email server. These error codes may be looked up to give more details of exactly what occurred.

Error Message	Explanation
<i>Bad Mail Server Address</i>	The FaxFinder could not open a socket to the email server, or could not resolve the name of the email server.
<i>Mail Server Connect Failed Authentication Error</i>	<ul style="list-style-type: none"> • The FaxFinder could not connect to the email server. • The FaxFinder could not authenticate to the email server. • The User ID or password is incorrect or not required.
<i>No reply from Email Server</i>	No reply was received from the email server when trying to connect to it.
<i>EHLO Error</i>	An error occurred during the EHLO request to the email server - check the Hostname field. Some email servers require a fully qualified domain name to be provided upon connection.
<i>MAILFROM Error</i>	An error occurred during the MAILFROM request to the email server. Check the 'From' email address.
<i>Send To Error</i>	An error occurred during the RECPTTO request to the email server. Check the email address you are sending to. Some email servers do not allow redirecting email messages.
<i>CC Error</i>	An error occurred during the CC request to the email server. Check the email addresses of any 'carbon copied' or secondary users.
<i>Message Data Error</i>	An error occurred during the DATA or ENDDATA request to the email server. This occurs while sending the email message to the email server.
<i>Error ending email</i>	An error occurred sending the QUIT request to the email server. This is the last command sent.
<i>Error opening attachment</i>	An error occurred opening the received fax or other file to copy to the email server.
<i>Error resolving email host name</i>	The FaxFinder could not resolve the hostname of the email server.
<i>Client Timeout</i>	A timeout occurred during communication with the email server.

Appendix B – Regulatory Information

47 CFR Part 68 Telecom

1. This equipment complies with Part 68 of the 47 CFR rules and the requirements adopted by the ACTA. Located on this equipment is a label that contains, among other information, the registration number and ringer equivalence number (REN) for this equipment or a product identifier in the format:

For current products is **US:AAAEQ##Txxxx**.

For legacy products is **AU7USA-xxxxx-xx-x**.

If requested, this number must be provided to the telephone company.

2. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable 47 CFR Part 68 rules and requirements adopted by the ACTA. It's designed to be connected to a compatible modular jack that is also compliant.
3. The ringer equivalence number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##Txxxx. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.
4. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with this equipment, please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have the repairs made. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
8. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.
9. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment.

If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
10. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
11. This equipment is hearing aid compatible.

12. Manufacturing Information on telecommunications device (modem) embedded in FF-120/220/420/820 units :

Manufacturer: Multi-Tech Systems, Inc.
Trade Name: Socket Modem
Model Number: MT5634SMI
Registration No: AU7USA-25814-M5-E
Ringer Equivalence: 0.3B
Modular Jack (USOC): RJ11C or RJ11W (single line)
Service Center in USA: Multi-Tech Systems, Inc.
2205 Woodale Drive
Mounds View, MN 55112 U.S.A.
(763) 785-3500
(763) 785-9874 Fax

47 CFR Part 15 Regulation

This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to 47 CFR Part 15 regulations. The stated limits in this regulation are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Plug the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the CFR 47 rules. Operation of this device is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Fax Branding Statement

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains the following information:

- Date and time the message is sent
- Identification of the business or other entity, or other individual sending the message
- Telephone number of the sending machine or such business, other entity, or individual

This information is to appear in a margin at the top or bottom of each transmitted page or on the first page of the transmission. (Adding this information in the margin is referred to as *fax branding*).

Any number of fax software packages can be used with this product. Refer to the fax software manual for setup details. Typically, the fax branding information must be entered via the configuration menu of the software.

Canadian Limitations Notice

Notice: The ringer equivalence number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence numbers of all the devices does not exceed 5.

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Industry Canada label does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement Canadien sur le matériel brouilleur.

WEEE Statement

(Waste Electrical and Electronic Equipment)

July, 2005

The WEEE directive places an obligation on EU-based manufacturers, distributors, retailers and importers to take back electronics products at the end of their useful life. A sister Directive, ROHS (Restriction of Hazardous Substances) complements the WEEE Directive by banning the presence of specific hazardous substances in the products at the design phase. The WEEE Directive covers all Multi-Tech products imported into the EU as of August 13, 2005. EU-based manufacturers, distributors, retailers and importers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging, which indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of their waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the vendor from whom you purchased the product.



C-ROHS HT/TS Substance Concentration

依照中国标准的有毒有害物质信息

根据中华人民共和国信息产业部 (MII) 制定的电子信息产品 (EIP) 标准—中华人民共和国《电子信息产品污染控制管理办法》(第 39 号), 也称作中国 RoHS, 下表列出了 Multi-Tech Systems Inc. 产品中可能含有的有毒物质 (TS) 或有害物质 (HS) 的名称及含量水平方面的信息。

成分名称	有害/有毒物质/元素					
	铅 (PB)	汞 (Hg)	镉 (CD)	六价铬 (CR6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	○	○	○	○	○	○
电阻器	X	○	○	○	○	○
电容器	X	○	○	○	○	○
铁氧体磁环	○	○	○	○	○	○
继电器/光学部件	○	○	○	○	○	○
IC	○	○	○	○	○	○
二极管/晶体管	○	○	○	○	○	○
振荡器和晶振	X	○	○	○	○	○
调节器	○	○	○	○	○	○
电压传感器	○	○	○	○	○	○
变压器	○	○	○	○	○	○
扬声器	○	○	○	○	○	○
连接器	○	○	○	○	○	○
LED	○	○	○	○	○	○
螺丝、螺母以及其它五金件	X	○	○	○	○	○
交流-直流电源	○	○	○	○	○	○
软件/文档 CD	○	○	○	○	○	○
手册和纸页	○	○	○	○	○	○
底盘	○	○	○	○	○	○

- X** 表示所有使用类似材料的设备中有害/有毒物质的含量水平高于 SJ/Txxx-2006 限量要求。
- 表示不含该物质或者该物质的含量水平在上述限量要求之内。

Appendix C - Example Systems

Sample FaxFinder Systems

The FaxFinder system handles faxes in a non-conventional way. A regular fax machine is a centralized resource. The FaxFinder system decentralizes fax functions throughout a network of PCs served by the FaxFinder unit and by an email server in a common Ethernet network. Here we will give you the big picture of how the FaxFinder Server unit and the FaxFinder Client software can deliver this convenient functionality.

To show what you must do to implement FaxFinder functionality, we use two fictitious companies as examples in this manual. The first "Acme99, Inc.," is a small manufacturing firm that we describe in this chapter. We show, in this small sample system, the parameters that must be set in any FaxFinder system, both for the server and for clients. The second fictitious example entity is "Rocky Mountain Construction, Inc.," a housing developer. References to this company will appear in later chapters of this manual.

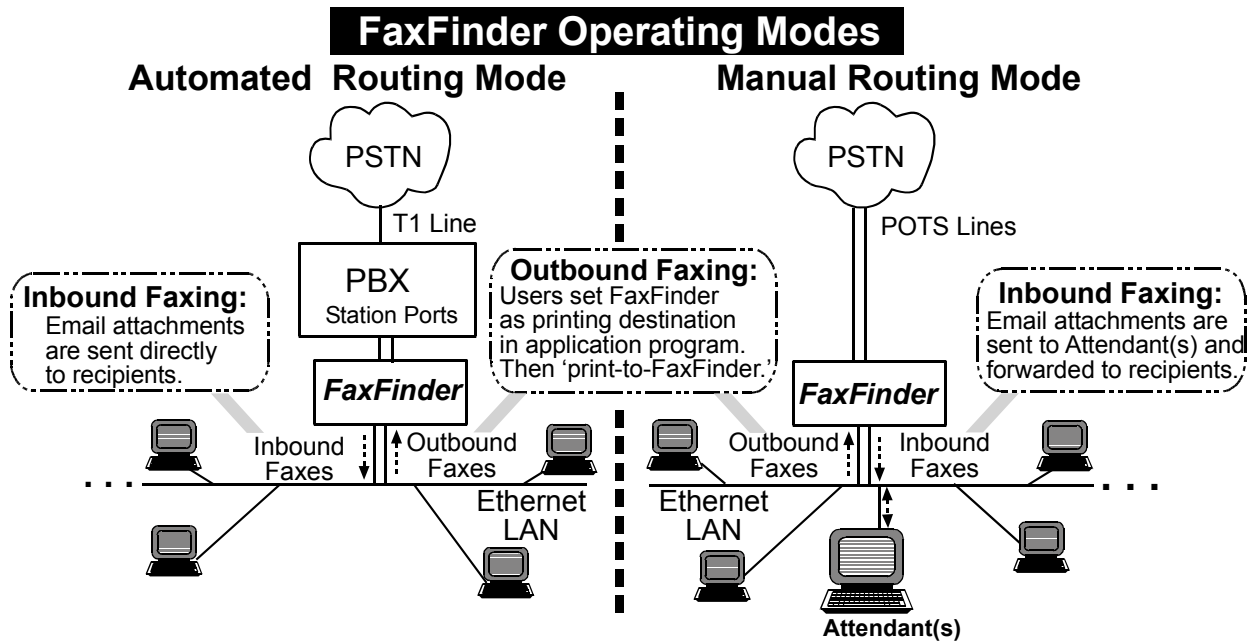
A regular fax machine typically operates in a common office area and is shared by multiple parties. Usually no individual's fax traffic is heavy enough to justify a dedicated personal fax machine. Commonly, many parties go to the same fax machine to send and receive on a single ordinary phone line.

Compared to the centralized and non-private nature of faxing with an ordinary fax machine, the FaxFinder system offers fax users decentralized functionality, autonomy, and privacy. For outgoing faxes, the conversion of documents into electronic fax files is now done by FaxFinder Client software (that resides on the PC of each user) working with the print output of any application program. Faxes can be sent to multiple parties with one mouse click. Outgoing faxes can consist of multiple documents and come from different application programs (word processors, graphics programs, spreadsheets, etc.).

For incoming faxes, the FaxFinder system works differently in "Automated Routing Mode" than in "Manual Mode."

In Automated Routing Mode, each client on the FaxFinder network has a private phone number for receiving faxes. Available extension numbers on the PBX allow each FaxFinder unit to serve numerous clients from a single phone line. The FaxFinder transforms each incoming fax message into a graphics file and routes it, as an email attachment, to the intended recipient.

In Manual Routing Mode, all incoming faxes go to one or more fax attendants who then forward the faxes on to their intended recipients. (A separate fax attendant can be assigned to each of the FaxFinder's fax modems. Or, alternatively, a single attendant could handle fax traffic from all of the modems.) In Manual Routing Mode, each of the FaxFinder's modems has its own separate POTS line. For example, a 2-port FaxFinder unit (an FF220) could be connected to four separate POTS lines and have a separate attendant for each. Client users on the system could be divided into two groups. Each group would have its own fax number for receiving incoming faxes and each group would have its own attendant. *In either mode*, the fax recipients can be at any accessible email address, inside or outside of the local network.



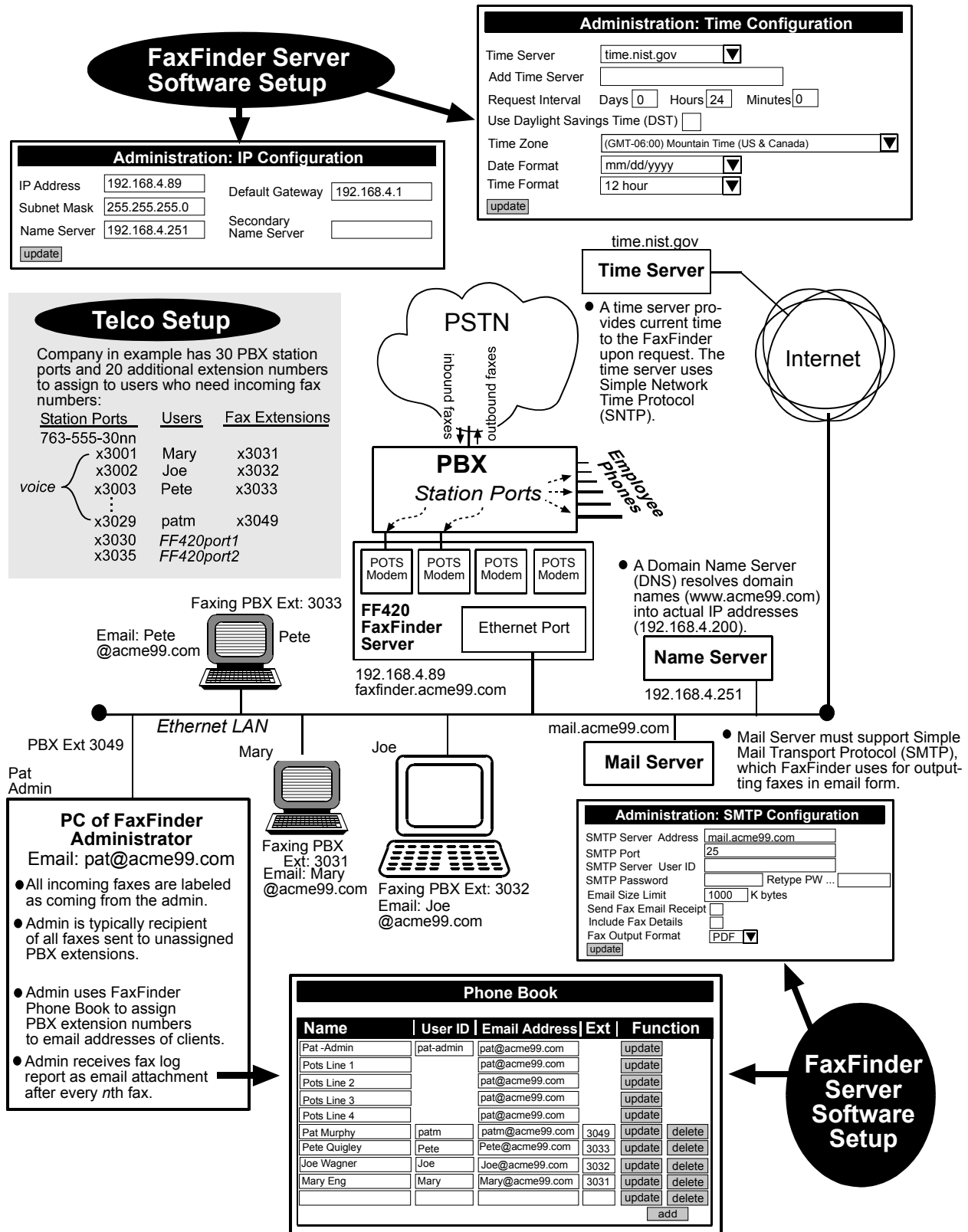
For outgoing faxes, the FaxFinder works the same in both Automated Routing Mode and Manual Routing Mode. Each client must be 'registered' with the FaxFinder Server unit. To send a fax, the client/user 'prints to FaxFinder' from an application program. That is, the client/user picks the FaxFinder as the destination printer in a particular application program and then prints the document to send the fax.

In the remainder of this chapter, we introduce our fictitious sample FaxFinder systems. First, we show the server software parameters that must be set for this simple system. Next we show two pairs of illustrations about fax reception and fax transmission. In the first pair, we show what happens in the FaxFinder system when a fax is received, from both server and client perspectives. In the second pair, we show what happens when a fax is sent. The server perspective comes first. We then show sending from the client perspective along with a setup for that client. We briefly explain each step of the process. Finally, we show how the FaxFinder assembles the components of the fax message for the convenience of the user.

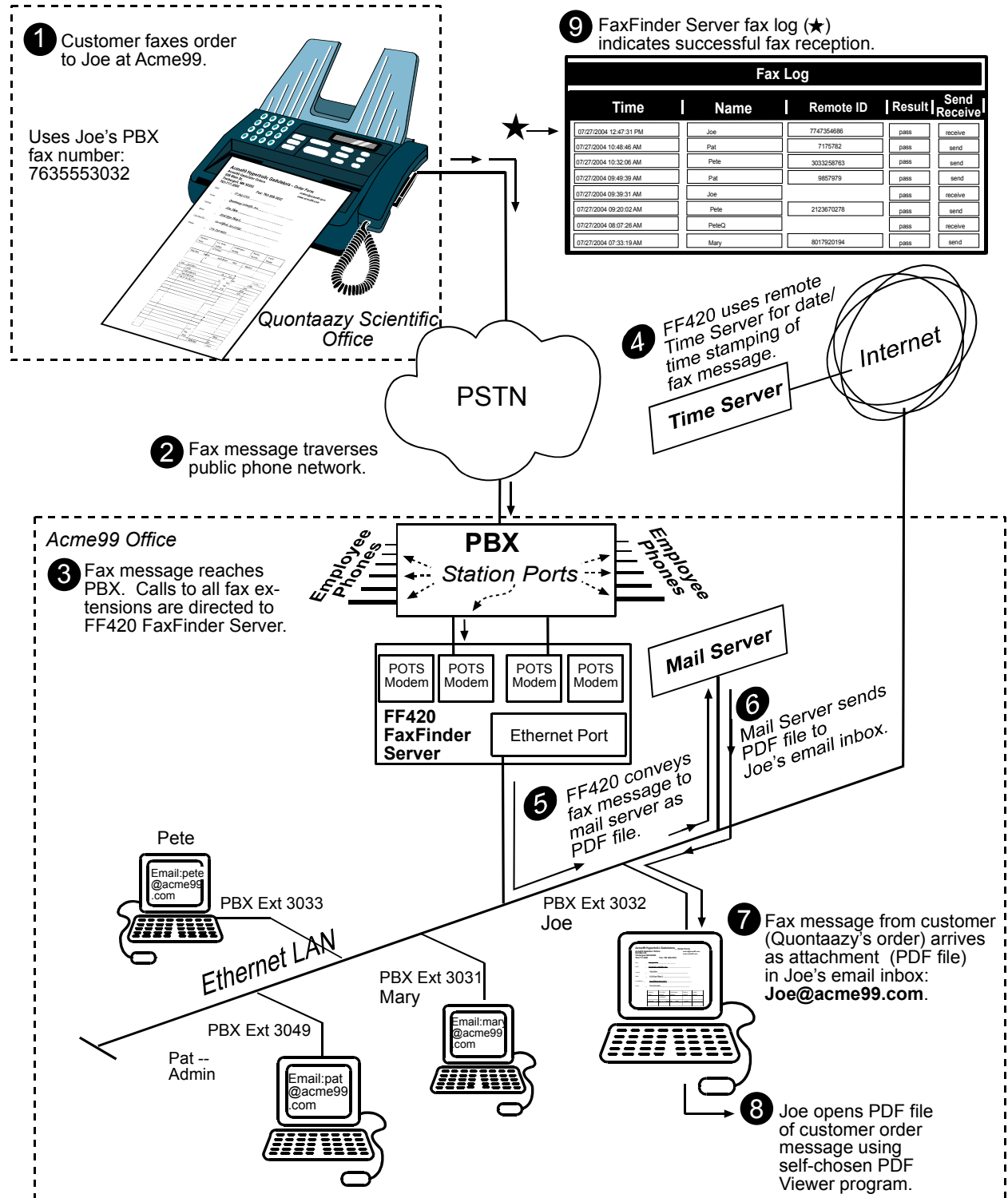
For simplicity, we use an FF420 unit and employ only two of its ports.

These illustrations explain how the FaxFinder system fits into your Ethernet network and what client users will encounter when they begin to use the FaxFinder Client software.

Server Setup for Sample FaxFinder System



Receiving a Fax, Server Perspective



Receiving a Fax, Client Perspective

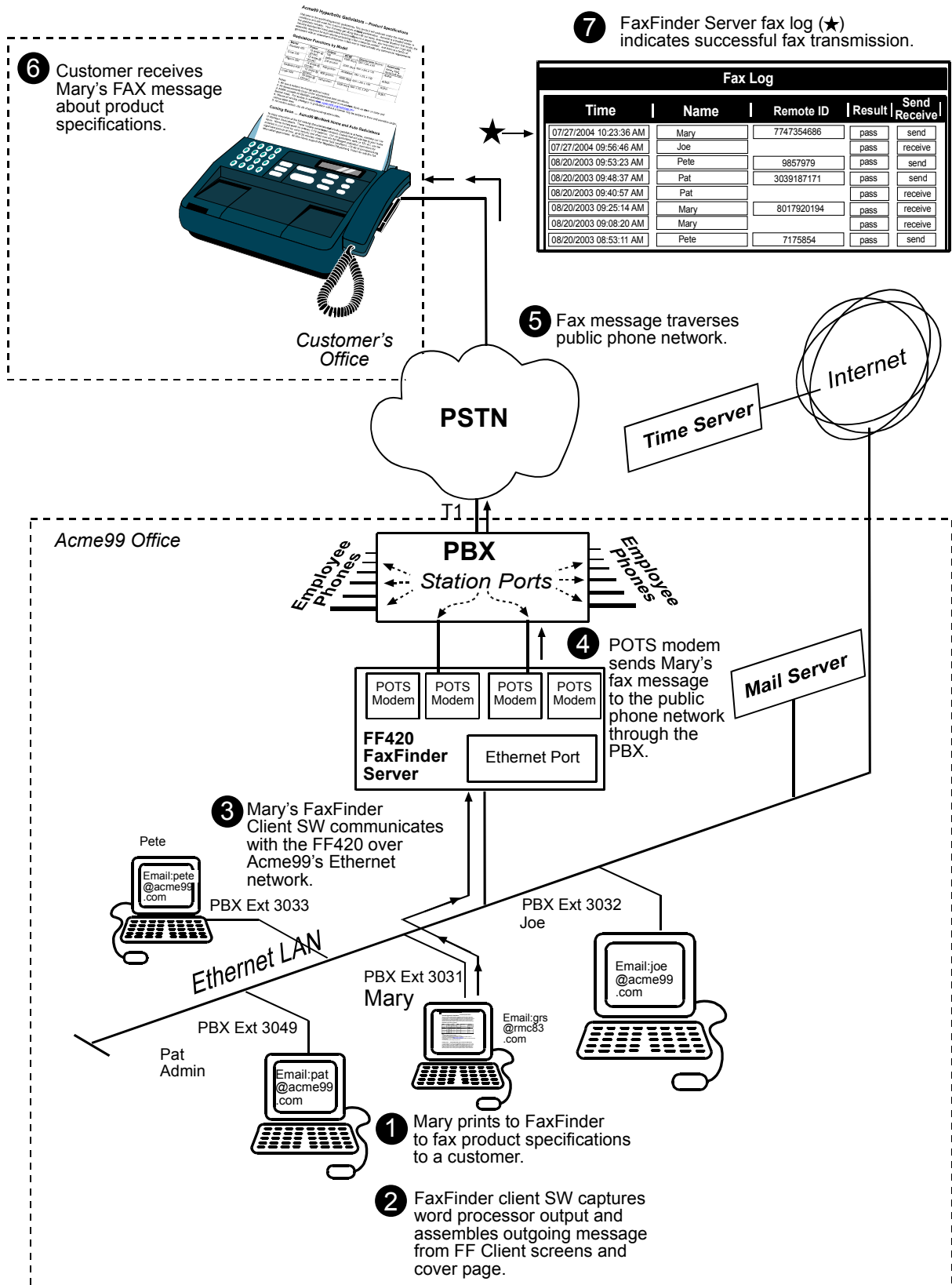
Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name. Message is labeled as being from the FaxFinder Administrator.

Client opens email. Fax message is graphic file attachment with file name automatically assigned by FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server.

Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer. If FaxFinder Server is set to PDF, attached file will open in user-selected PDF viewer.

Client views fax message in viewer program.


Sending a Fax, Server Perspective




Sample Client Setup

Associating with Servers and Self Identification

ASSOCIATING WITH SERVER(S) *Which FaxFinder(s) can client use?*

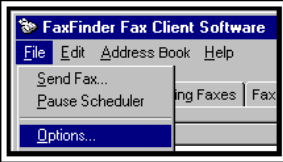


Client "signs up" to be served by a FaxFinder unit by using the Add Fax Server command.

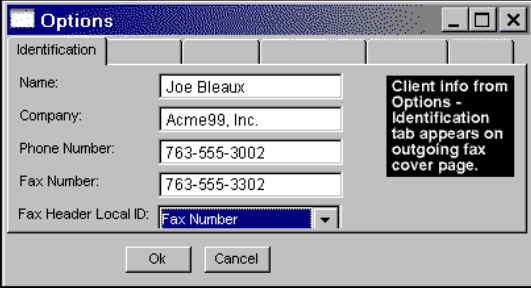


Client "Username" entry matches Server Phone Book "User ID" entry.
Client "Password" entry matches Password Administration screen.

SELF IDENTIFICATION *How is client ID'd to recipients?*



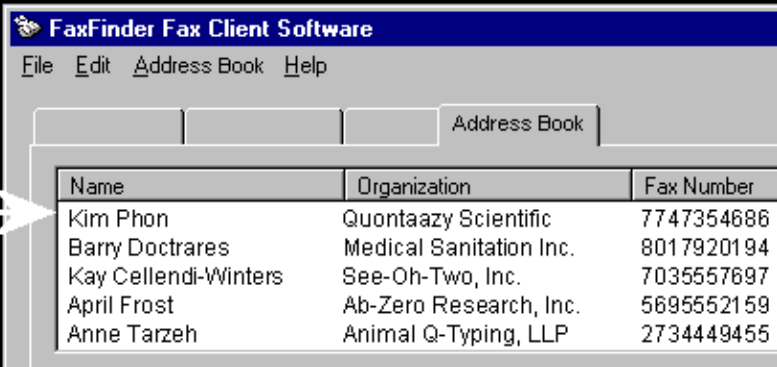
Client must be told his/her DID extension and full fax number so others can send



Client Info from Options - Identification tab appears on outgoing fax cover page.

Address Book: Methods of Management


ADDRESS BOOK LIST
To whom does client fax often?



Name	Organization	Fax Number
Kim Phon	Quontaazy Scientific	7747354686
Barry Doctreres	Medical Sanitation Inc.	8017920194
Kay Cellendi-Winters	See-Oh-Two, Inc.	7035557697
April Frost	Ab-Zero Research, Inc.	5695552159
Anne Tarzeh	Animal Q-Typing, LLP	2734449455

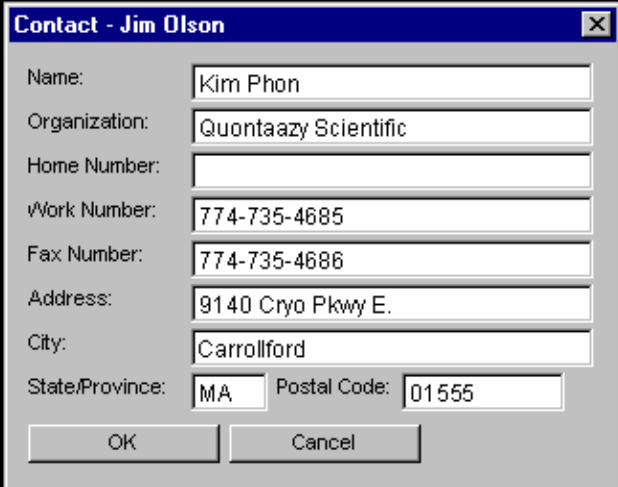
Double-click on Address Book entry to see full details in Contact screen.

...adding contacts to address book ...



Add entries to the Address Book by using the Add Contact command.

Fax recipient's contact details are added automatically to cover page (if used).



Contact - Jim Olson

Name: Kim Phon
 Organization: Quontaazy Scientific
 Home Number:
 Work Number: 774-735-4685
 Fax Number: 774-735-4686
 Address: 9140 Cryo Pkwy E.
 City: Carrollford
 State/Province: MA Postal Code: 01555

OK Cancel

... adding contacts while faxing ...

Add fax recipient from "+" sign.

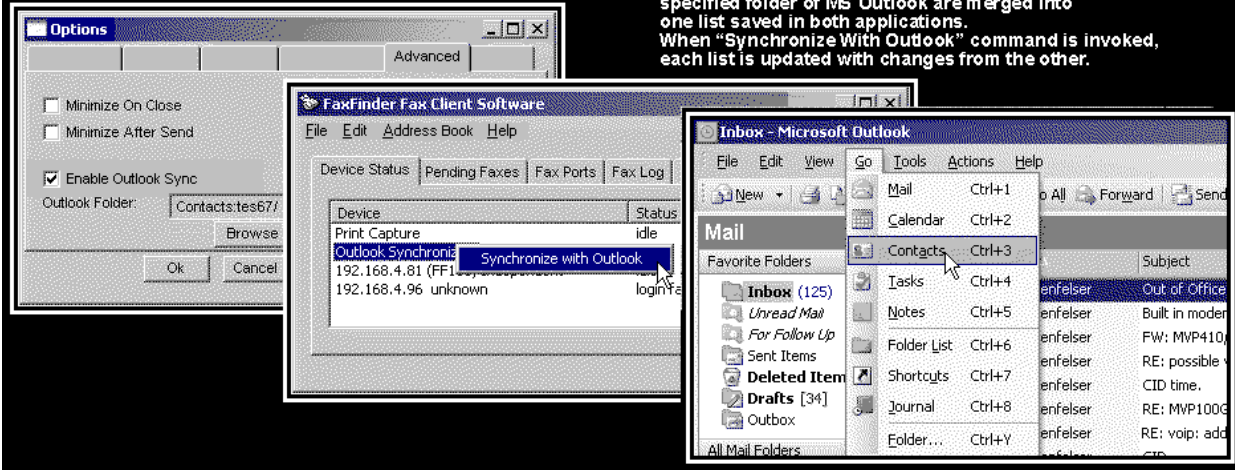
Enter name and fax number.

Enter recipient in Address Book if desired.

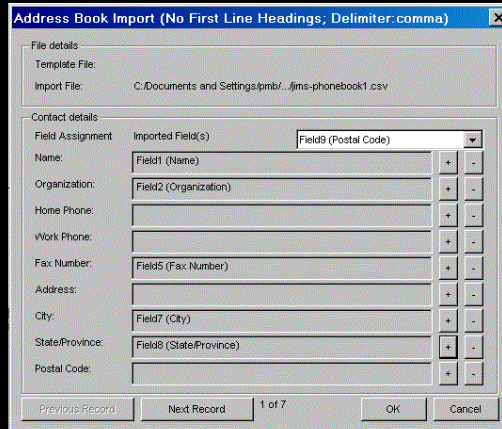
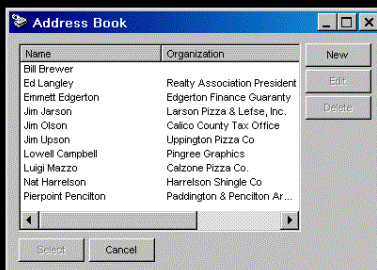
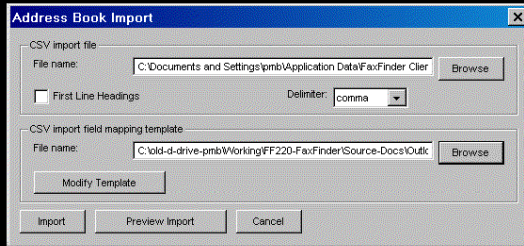
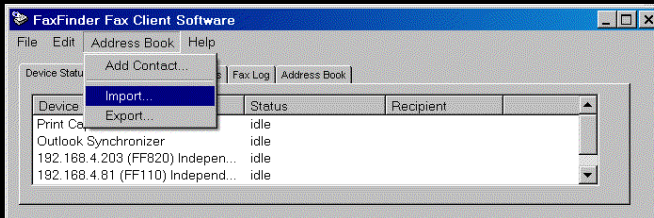
Add details about recipient if desired.

Fax is sent and recipient is entered in Address Book.

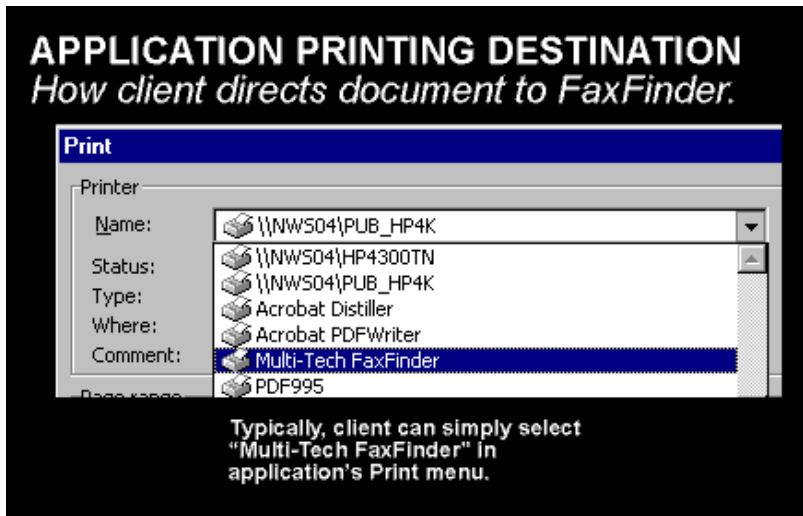
... sync-ing address book with Outlook folder ...



... adding contacts from csv files ...



Printing to FaxFinder



What Administrators Must Tell Users

What the FaxFinder Admin must tell to each client user:

- full phone number
so others can send
faxes to client
- Username
- Password
- FaxFinder IP Address

Sending a Fax, Client Perspective

1 Open/create document in application program.

2 Print to FaxFinder.

3 Use SendFax screen to:

- designate recipient & fax number,
- opt for/against cover page,
- add subject & comment (optional).

4 View progress of fax in FF Client Device Status screen.

5 View result of fax in FF Client Fax Log.

Device	Status	Recipient
Print Capture	idle	
Fax Finder at 192.168.4.89	sending fax - dialing	Kim Phon: 7747354686

Recipient	Time/Date Sent	Pages	Status
Kim Phon	TUE JUL 27 10:23:36 Central	2	success
Stansfield McBrook	TUE JUL 27 09:25:14 Central	3	success
Esther Bellfield	TUE JUL 27 09:08:20 Central	3	success

Fax Message Components

How the FaxFinder's outgoing fax comes together.

